GRINNELL COLLEGE
DIVISION OF STUDENT AFFAIRS

CAMPUS CENTER OPERATIONS & STUDENT ACTIVITIES

SELF STUDY REFLECTION REPORT
F2010
Campus Center Operations & Student Activities
Self Study Reflection Report F2010

Table of Contents

TAB 1: Self Study Report 2010

TAB 2: End-of-Year Profile – Campus Center Operations & Student Activities 2009-10

TAB 3: Learning Outcomes - Campus Center Operations & Student Activities

TAB 4: Rosenfield Center & Harris Center Employment Program
  ▪ Application Packet
  ▪ Rosenfield Center Student Employment Handbook
  ▪ Harris Center Student Employment Handbook
  ▪ Harris Center Basic Guidelines for Managing the Harris Center

TAB 5: Student Activity Fund (SAFund)
  ▪ Overview and Request Guidelines
  ▪ Request for Funds Application

TAB 6: Harris Center Party Checklist

TAB 7: Student Government Association (SGA) Films Program
  ▪ Film Projectionist Job Description
  ▪ Sample Film Schedule
  ▪ 35mm Load & Preview Report Form
  ▪ Projectionist Time Sheet & Report Form
  ▪ DVD/Video Showing Report Form

TAB 8: Young, Gifted & Black Gospel Choir
  ▪ General Information & Description
  ▪ Tour Itinerary – Spring 2010

***This packet of information gives a sampling of the programs and services provided by the Campus Center Operations & Student Activities Program. Several of our programs are student run; thus, many of the other handbooks, processes, etc. are kept within the areas of the program’s operation. In addition, these documents are reviewed with the coordinators of these programs on a minimum rotation of once a year and suggestions for updating and in some cases, to create such documentation happens regularly.
Grinnell College  
Division of Student Affairs  
Campus Center Operations & Student Activities  

Self-Study Report – Fall 2010  

Submitted by: Michael Sims, Director
Review Questions for Department/Program

1. Giving due consideration to the educational directions of your program or service field, to the college’s stated educational goals, and to changes within the college, how would you currently define your department or program mission?

Department Mission
The mission of Campus Center Operations and Student Activities is to provide quality facilities and service. We promote leadership development, responsibility, and accountability through intentional advisement, support and encouraged collaboration with Grinnell students, staff, faculty, alumni and visitors.

Campus Center Operations and Student Activities Responsibilities & Functions
- Provide supervision, advising, program development and implementation for:
  - Joe Rosenfield ’25 Center (incl. Forum, South Lounge)
  - Harris Center
  - KDIC 88.5FM
  - Student Craft Workshop (Ceramic & Photography)
  - Student Activity Fund (SAFund)
  - Young, Gifted & Black (YGB) Gospel Choir
- Provide leadership and training through employment opportunities.
- Provide leadership development, advising and support to Student Government Association (SGA) leadership; specifically to SGA All-Campus Events (ACE), SGA Films, SGA Concerts, SGA All-Campus Events (ACE) Security, and the SGA Student Services Coordinator.
- Process all performance contracts involving student organization sponsored events and activities.
- Co-advising of the newly forming Forensics Program (Debate, Mock Trial & Model UN)
- Provide leadership, advising and resources to individuals, student organizations, and college departments regarding campus programming/activities.
- Foster collaboration between individuals, groups and campus departments to produce quality individual/group interaction and quality programming/activities.

2. Explain how the department or program provides the best possible educational experience for students who comprise the department’s or program’s clientele, giving particular attention to student learning outcomes.

The first and probably the most impactful relates to our student employment opportunities. The two largest programs in this area are the Rosenfield Center (14-18 staff) and Harris Center (12-14 staff) staffs. Students are hired with an expectation that they are not just hired to do a job, but as an extension of the division of student affairs and its mission. Students begin their learning process from the time they inquire about an application. Once a student is hired, he/she must complete a certain amount of training and display specific competencies prior to working a shift solo. Students begin all of their training by working directly with the director of campus center operations and student activities and spending time with both, the Rosenfield Center Receptionist (Connie Coleman) and the department’s Technical Assistant Ann Isgrig. In most cases, new
employees work along with current student employees to gain on the job training. Students receive ongoing feedback and periodic trainings and refresher sessions. The following are two learning outcomes expected of students employed through our employment opportunities and training program.

- As a result of being employed by the department of Campus Center Operations & Student Activities, students will have a better understanding about how their personal work ethic and commitment effects and impacts the team and how others view the team.

- Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will know more about his/her leadership style and how it is compatible/conflicts with other leadership styles.

The second group of individuals intentionally impacted by our employment opportunities/programs are the students employed (directly or indirectly) in our Craft Workshop (Ceramic & Photography Studios), the student radio station (KDIC 88.5FM), SGA All Campus Events (ACE), SGA Films, SGA Concerts, SGA All Campus Events (ACE) Security and the Young, Gifted and Black (YGB) Choir. In all of these programs, students are hired into leadership roles to oversee and coordinate student run programs/services. In each of these programs, students typically have prior experience with their respective program, but are trained and advised by the director of Campus Center Operations & Student Activities. Unlike the positions in the Rosenfield and Harris Centers, the focus with these students is more on staff/committee management; program planning, development and management; general coordination and implementation of processes and programs; and overall organizational skills. The following are two learning outcomes expected of students employed (directly or indirectly) through leadership programs supervised and/or advised through campus center operations and student activities are as follows:

- Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will learn more about his/her leadership style and how it is compatible/conflicts with other leadership styles.

- Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will learn more about his/her communication style and more about what they are stronger in versus what they can continue to work on to continue to grow as an effective leader.

- Students who hold leadership positions directly advised by Campus Center Operations & Student Activities will feel that they have grown/improved in at least two skill sets necessary for positive and productive program management.

The third way that we impact the students’ educational experience is through individualized advising for individuals and groups as it relates to their specific needs and knowledge base. We take the initiative to look at and review a student’s/organization’s total program/idea with them to assure that they are considering as many possible details that may impact the development, organization and outcome/impact of their respective program. One expected outcome of students seeking our services is the follow:
• Students who seek funding through the department of Campus Center Operations & Student Activities will better know and understand the finer details necessary to plan for and consider when planning an event.

3. Explain how you evaluate student achievement of learning outcomes and how the results of this assessment are integrated into department or program planning processes.

Formal evaluation of student achievement of learning outcomes is an area that we are just beginning to focus on. There has been no real formal process of assessing this in the past. Where evaluation and assessment of services and facilities in the profession of unions and activities has always been common, assessment of learning outcomes is a fairly new concept for the profession. In the past, informal discussions with students regarding their experiences associated with the programs/services were how we gauged what students were getting. The problem with this was that most students may have some idea of what they learned, but really have no real knowledge of what they may have learned from our programs until at least a year later when they may have had to put certain skills in practice in the “real world.” We had much more concrete data and knowledge of what/how individuals felt about our facilities (i.e., cleanliness, appropriate equipment, too cold/hot, etc.), service (i.e., courteous, poor, late showing up, etc.) and programs attended (i.e., good, bad, why don’t we have more…?, etc.). We are currently in the process of developing specific expected learning outcomes and ways to assess/measure such outcomes. Currently, we are looking at our recently developed learning outcomes and beginning the process to assess that we have appropriate programs (i.e., resources, training, etc.) in place to assist us in fostering that we in fact can assist our clientele in achieving our expected outcomes.

4. In what ways does the work of your department or program reflect and foster understanding of the diversity of our society and on campus?

The first way in which we reflect and foster understanding of the diversity of our society and on campus is visibly. We are fortunate to be visually diverse, particularly in the two student staffs that are most visible (Rosenfield Center and Harris Center). Aside of first-year students typically not being hired to work on one of these two staffs, these two staffs are quite diverse in the experiences the students bring and by their cultural/ethnic backgrounds. We are intentional in trying to fill the positions with a combination of ability and diversity. This model makes it obvious that “all” are welcome and are contributors to the community as individuals and as a whole.

We also reflect and foster understanding of the diversity of our society and on campus through our advising of group leaders such as those holding offices in the Student Government Association (SGA). The coordinators for All-Campus Events (ACE), Films and Concerts meet with me weekly and we continually dialog about the variety and diversity of the events/activities they sponsor with the assistance of their respective committees. We also advise a great deal of individuals who are working as leaders of other organizations or as independents regarding the events they are planning. Because we sponsor/co-sponsor (provide them with money), we take an active role in assuring that each program is keeping “diversity” in mind as it relates to their specific event. As it relates to our funding a large number of events/programs on campus, we reflect and foster diversity simply by the variety of events we try to fund to assure that all of our funding does not go towards only one type of programming. We have funded religious
celebrations, Drag Shows, comedians, cultural events/performers, and non-mainstream type
speakers (Palestinian Solidarity Group). Through our funding and advising, we provide a large
number of educational and social events that bring our community together.

We also work closely with other groups on campus to develop and to financial support substance
free programming. One example is the development of a casino/Vegas night at least once a year.
We provide all of the necessary gaming equipment and the space. This is a program that needs
to be encouraged each year and is always a big success.

Finally, we are always looking at ways to have our community’s diversity reflected in the
campus center. These programs are designed to create community within the facility (Rosenfield
Center) and to add aesthetic value. A year ago we collaborated with the International Student
Services department and the Office of International Students to create a permanent flag display
in the Spencer Grill space that represents our student body each year. In addition, the Rosenfield
Program did a symposium on flags and identity. We have also implemented a program that
awards prizes once a year to acquire student artwork to be displayed within the Rosenfield
Center. We also occasionally allow other types of temporary displays within the facility to
promote diversity and community.

5. What is the extent of departmental staff involvement in college courses, non-departmental
programs, interprogram or interdisciplinary collaborations, or college governance? Assess
how such commitments have enhanced or limited the department or program.

In the most basic of, yet very important way we involve ourselves is by providing basic needs,
services and support in the class/meeting rooms and programming spaces within our facilities.
In more specific ways, we involve ourselves in discussions with faculty and staff to determine
ways that we can utilize our facilities to extend the types of intellectual goals they have beyond
the classroom. An example of this is our past and current working with faculty within the art and
dance disciplines to use our facilities as a canvas for their students while also exposing the
greater campus community to various art forms and varying ways to look at and interpret
information. We have been actively involved with International Student Affairs and
International Studies in developing what is known as passive (yet very obvious in our case)
programming within our facility. The development and implementation of a flag display in one
of the most common areas in the Rosenfield Center to show representation of all of our
registered students is one such program. We continue to discuss ways to become more
international, not just within our area, but throughout the campus. We also involve ourselves in
the daily advising that takes place with individuals and groups as they plan their events. We ask
individuals and groups to share with us their vision and goals of their program/event and to
compare that to the primary audience they are trying to reach. Through these discussions, we are
better able to promote and support accessibility, diversity, social justice and global citizenship.

We also have a unique experience when working with students who are involved in the Young,
Gifted & Black (YGB) Gospel Choir. The choir takes what it learns in the classroom and
participates in Black Church Services at Grinnell, concerts, tour and special engagements. All
are learning experiences; however, it is the tour (one week of spring break) that combines what is
learned in the classroom and application in environments outside of the college. Students get a
much better understanding of the power of gospel music, the need for social justice, and how
their areas of study fit together. Each tour also has an educational component that has the
students spend time learning about historical components (usually African American) of
American history.
With the addition of the Rosenfield Center in the fall semester 2006, we have benefited by having the resources we did not have previously to be more involved in working more closely with faculty and other departments to better impact the learning experience that our students have at Grinnell College. The opening of this facility has clearly enhanced what we can and do offer to our community as a whole. Current limitations are minimal. As with most things, our biggest limitation as we collaborate and continue to look to be a front runner in what we offer relates to staffing. As mention in section #7 below, there reaches a point when one must be concerned about “if this” then “who will have time to do it?”

6. In what ways is the mission of your department or program supported by other departments/programs? What factors have contributed to good collaboration across departments/programs? In what ways does your department/program mission support the DSA mission/values/vision and the mission of the College?

In order to explain how the mission of our department and programs are supported by other departments/programs, one needs to know who we work with on a daily/regular basis. Following are the main collaborators we interact with on a daily and/or regular basis.

**Primary Student Affairs Collaborators**
- International Student Services
- Student Wellness (Non-Alcohol Programming)
- New Student Orientation

**Primary Campus & Community Collaborators**
- Conference Operations and Events
- Facilities Management
- Dining Services
- Campus Safety & Security
- Student Government Association (SGA)
- Information Technology Services (ITS)
- AV Center
- Intercultural Affairs
- Center for Religion, Spirituality & Social Justice (CRSSJ)
- Faulconer Gallery
- Music Department
- Accounting Department

We are supported by services provided by others so we can services our clientele. Those we work with understand our mission and goals. In all cases, those we work with regularly have similar missions and goals, so we seem to understand that we are trying to accomplish the same things. We may not always have the same path in mind, but the overall destination is very similar. Constant and regular communication creates a positive understanding and leads to openness to share thoughts openly and honestly. This leads to new possibilities that might make us all better in the “what” and “how” we provide. Collaboration comes a bit easier for us sometimes. This may seem a bit brash, but the reality is we have a lot of what others need/want. We have the facilities, equipment, expertise and a decent chunk of “money”; therefore, the collaboration comes easier not because we have these things, but because individuals/groups
come to us with a great deal of ideas (because they need something from us) that we can then tap into to see if we can expand on their initial idea/concepts. We often get to ask the question, “have you thought of this?”

Campus Center Operations & Student Activities fulfills its mission and the Division of Student Affairs (DSA) mission in several ways. The first way is by providing work experiences for students that offer training and requires students to take initiative while working as an individual and as part of a larger team. The department works towards fulfilling the mission by collaborating with and providing leadership and planning development through regular interactions with specific SGA leadership. We also support the division’s mission and the college’s mission by funding various opportunities for students/groups (through the Student Activity Fund) and providing support in program development for the various student programming/project efforts.

Campus Center Operations & Student Activities fulfills the DSA and college values every day. This is accomplished by being student-centered in practically everything we do. Students are our primary audience in all that we do and provide. We role-model and encourage relationships, collaboration and partnerships through our work with other departments and others in the community to provide services and in assisting students, faculty and staff in developing and implementing programs/events. Whether through employment opportunities, assisting leaders of other programs (i.e., SGA, KDIC, Student Workshops, Freesound, etc.) or providing support to individuals/groups who have requested financial support, we promote and support diversity, social justice, global citizenship, integrity, honesty, authenticity, hard work and dedication. In this same light, we challenge and empower students to reach higher, perform better and to be accountable to one another and the community as a whole. This is not always easily done, because of a variety of variables often has us working with students (or group of students) who simply want to “just get it done” and move forward and do not always want to take the time to work through the entire process necessary to reach the final product at the level it can be attained.

7. If the department or program is adding new activities, programs, or services, please explain how they will be staffed within the existing complement of staff. If the department or program is retaining activities or programs with consistently low involvement, explain any reasons for their retention.

At the present time, we are currently only adding two new services. One of the services actually began last spring and the other this upcoming spring. Last spring we began providing inflatable toy/equipment to our students. Where this has been a big hit with our students, this is a service that requires a good deal of coordination and time. Initially, I, as the director, would have to be present for all pickups, setups and returns. This is not practical. I am currently looking into hiring a team of students and creating a training program that will be operational by mid-spring.

The second program/service is that of checking out a recently purchased portable sound system. This is another service that may be absorbed by the hiring and training of student staff. In some cases, this may end up being a simple loan out system with instructions attached.
Not necessarily a criticism, but most models in a small liberal arts institution, there is only one professional that does both, unions/campus centers (more facilities and operational tasks and the student activities (more programmatic and event tasks). This model regularly creates the dynamic of deciding what can/should be provided with the lingering thought of “if we provide this, I am the person that will have to do it”.

Currently, I do not see us retaining any programs with alarmingly low participation; however, there are three programs that are worth mentioning as we monitor them regularly. The first of these programs is the Photography Workshop which is part of the Craft Workshop. This program consists of a photography component and a ceramics component. The photography component averages less than seven users per semester. This is not the worst thing though because the darkroom is only setup to allow one user at a time. Students also pay a $35 user fee for the program; thus, our cost for subsidizing the program is quite minimal. This is also a student run program that carries much more value on the student learning concept. The program allows for students to do black/white print work for recreation and/or to practice skills outside of their fine arts course work.

The second program is associated with the SGA Films program. The number of attendees to the movies is all over the board with some films having a total attendance of 0-5 for 2-3 showings and some having a total attendance of 80-110 for 2-3 showings. This program is not a sole program of our department, but coordinated through the Student Government Association and funded through funds each student pays as part of their student activity fee. This is a program we continue to monitor in terms of dollars spend to the number of actual mover goers. The program offers a substance free option to our students every weekend.

The third program, the Harris Center, seems to be the biggest challenge. The facility has features in it that address several specific needs, which is also the challenge with the facility. As a result of the design and intended function of the Harris Center, the facility sits unused much of the time, yet has to be heated and cooled daily. Simply put, it sits empty much of the time because there is not anything to draw one to the building. We will continue to operate the facility because it has a very functional space where all large student dances/parties occur, large student concerts are held here and offers large spaces for larger conference/event activities. The facility also possesses a functional stage, a 400-seat theatre, a lounge and the Grinnell Outdoor Recreation Program (GORP). Last, but certainly not least, the facility provides student employment and leadership development. The events contribute to our students experience by creating program development opportunities, building community and social responsibility.

8. Explain how you evaluate the department or program’s achievement of management goals and objectives. What means are used for short-term and long-term planning? How is assessment of the operation of the department or program integrated into planning?

There are a variety of models used to collect data and feedback for a variety of the programs within campus center operations and student activities.

Data Collected
The current data collected for the area mainly assess facility and program usage, not necessarily outcomes. We currently collect numbers of participants that attend the SGA Films program in the Harris Center. We collect the data of how many/often the pool tables, table tennis, and air hockey in the Rosenfield Center game room are used. We also collect data on the number of meetings, classes, programs, etc. are scheduled in the Rosenfield Center, the Forum South Lounge and the Harris Center. The latter have been collected since 1987. We have access to
data regarding the number of participants who have participated in the Craft Workshop programs, the numbers of groups/individuals that have been granted funds from the Student Activity Fund (SAFund) for programming/travel, volume of contracts processed each semester/year, etc. There is plenty of data out there to tell us about the usage of our facilities and programs.

Other Information Collected (Formally/Informally)

- Meet on site with coordinators of events before/after events
- I do random follow ups with users of the facilities (ask standard questions about the facility, staff, service, etc.)
- Informally note calls and emails of any complaints, concerns, etc.
- Solicit feedback from the student staff
- Regularly meet with and discuss how things are going with those other service areas that we work with on a daily/regular basis
- Conduct random follow-ups on room setups (while happening and after completed) prior to events and use what I find as training and “teachable” moments with our student staff
- Periodically check with some of the outside providers (i.e., performance agencies we do contracts with) to inquire about how things are going
- Solicit feedback from SGA leadership — general
- Solicit feedback from those leaders (SGA, Craft Workshop, KDIC, etc.) that I directly advise and work with about what has worked and what has not
- Assess needs by having discussions with those who are most likely to be impacted by whatever is being proposed

All of this information is used to assess what we seem to be doing well to share with staff as motivation, to determine what we need to improve on (could require more training, could be that more concentration is needed, etc.), what services/programs are working or may need to be discontinued or redesigned, etc. Data is used to assist in determining the need for equipment and how to budget for such things from year to year. All data and feedback is first taken and used to answer the question of whether the data/feedback supports the mission of the department, division or college. If it pass that test, than the data/feedback is taken into consideration before decisions are made.

9. What ethical principles, standards, statements, or codes guide the department or program and its staff members? What are the crucial legal issues, if any, faced by the department or program? How does the department or program ensure non-discriminatory, fair, and equitable treatment to all constituents?

Campus Center Operations & Student Activities operates and adheres to the ethical principles, standards, statements, and core competencies set forth by the Association of College Unions International (ACUI). The core values of ACUI closely mirror the core values of the DSA here at Grinnell College. These values include: Learning, Caring Community, Innovation, Communication and Integrity. ACUI also adopts the values of Unconditional Human Worth and Joy.
In addition to the ACUI ethical principles, standards, statements, and core competencies, we have very recently begun to look into the coordination of the CAS Standards in what we do on a daily basis. We are at the very early stages of beginning to review these standards and how we can integrate these standards at various levels of our operation.

Legal issues are always in the minds in relationship to the services and programs we provide. The issues at the forefront of our area at this time are risks associated with student travel, issues of liability associated with facility usage and program support, and FCC compliance (associated with the campus radio station – KDIC 88.5FM). These are issues that are regularly discussed with our administrator who deals with insurance matters and periodically raised with the college attorneys to assure that we are within current guidelines.

Campus Center Operations & Student Activities ensures to the best of its ability to ensure non-discriminatory, fair, and equitable treatment to all constituents in a variety of ways. As a department providing services for an employer that has and follows an EEOC policy, we also adhere to these guidelines. We also support the notion at Grinnell that everyone in our community is encouraged and welcome to be a part of all activities offered by the college. We operate under an inclusive rather than exclusive model in our approach to providing all of our services and in the advisement of and development of all programs that cross our path in some way. We also try very hard to reflect/model an environment of approachability and openness in our daily interactions with one another and with others as well as in how we look as a staff. The student staffs within our area are very diverse, both visually and intellectually. We also reinforce the concept of equal service to everyone in our training meetings/sessions at the beginning of each semester.

10. As you look ahead to the next five year period, what if any resource needs (personnel, equipment, space, operational funding) demand attention? What goals or objectives for the next five years could be met within existing resources? What goals or objectives would require additional resources?

Looking forward to the next five years, we should remain in a very good position as it relates to space and equipment. The reason for this is because of our department and the college’s commitment over the past several years to continually assess the needs for space, the addition of several new facilities on the campus and regular upgrading/replacement of equipment has kept us up to date in relation to the needs. There are two projects that should be addressed over the next five years. The first that we should seriously begin to assess and review is a longer range plan on what, if any, modifications that could be made to the Harris Center to increase its overall utilization. This is clearly something that would require a more extensive one-time budget allocation depending on the results of a review. The second area would be the continuation of the expansion of the lighting system in the Harris Center Concert Hall and purchasing additional lighting instruments to fill what we currently have and eventually to fill the expansion.

Staffing is currently sufficient; however, it would be assist the program if we could increase the staffing model to what it was 13+ years ago. When we had a much smaller campus center, there was a director and a 10-15 hour per week assistant director of student activities (a RLC’s outside area). A RLC is a Residence Life Coordinator. This suggestion is not to suggest that that the
current model does not work nor has any value, because it does work and has great value from both, the service side and the developing of our young professionals. What the current model does is make it sometimes complicated for students trying to accomplish tasks by not knowing who to really go to because different professionals hold different parts of the process. In the bigger picture, we may very well have enough administrative tasks, facilities and activities work to employee someone in an entry level position – maybe even in a dual role. Currently, we have several student activities type tasks spread out among various RLCs. Currently, the operational budget is sufficient. There is always the struggle to determine what programs we advocate for needing additional funding to appropriately meet their goals. An example of this relates directly to the college’s move towards developing a stronger forensics program (Debate Team, Model UN and Mock Trial). These programs have a growing interest and have shown success, yet they are sometimes very limited in their involvement in competitions due to funding constraints. Appropriate funding for travel for these and other types of trips are increasingly a challenge. As we continue to become a more global campus and support activities that enhance these out of the classroom experiences have a cost and balancing the experience versus the cost will become increasingly challenging. As mentioned in the paragraph relating to staffing, consideration for an additional staff member in the area should be considered.
Grinnell College  
Division of Student Affairs (DSA)  
End-of-Year Campus Center Operations & Activities Profile  
2009-10

**Department**  
Campus Center Operations & Activities

**Director**  
Michael Sims, 13 years

**2009-10 Staff**  
Jodi Hansen, Student Affairs Assistant  
Connie Coleman, Joe Rosenfield Center Receptionist

**2009-10 Student Staff**  
**Rosenfield Center**  
Desk Attendants – 16

**Harris Center**  
Desk Attendants - 10  
Lighting Techs – 1  
Projectionists – 10 (hired by SGA, trained & supported by Campus Center Operations & Activities)

**Ceramics Workshop**  
Coordinator – 1  
Assistant Coordinator – 1  
Monitors – 4

**Photography Workshop**  
Coordinator – 1  
Assistant Coordinators – 2  
Monitors – 1
Campus Center Operations & Activities General, On-going Mission and/or Goals

Department Mission
The mission of Campus Center Operations and Activities is to provide quality facilities and service. We promote leadership development, responsibility, and accountability through intentional advisement, support and encouraged collaboration with Grinnell students, staff, faculty, alumni and visitors.

Campus Center Operations and Activities Responsibilities & Functions
- Provide supervision, advising, program development and implementation for:
  - Joe Rosenfield ’25 Center (incl. Forum, South Lounge)
  - Harris Center
  - KDIC 88.5FM
  - Student Craft Workshop (Ceramic & Photography)
  - Student Activity Fund (SAFund)
  - Young, Gifted & Black (YGB) Gospel Choir
- Provide leadership and training through employment opportunities.
- Provide leadership development, advising and support to Student Government Association (SGA) leadership; specifically to SGA All-Campus Events (ACE), SGA Films, SGA Concerts, and SGA All-Campus Events (ACE) Security.
- Process all performance contracts involving student organization sponsored events and activities.
- Provide leadership, advising and resources to individuals, student organizations, and college departments regarding campus programming/activities.
- Foster collaboration between individuals, groups and campus departments to produce quality individual/group interaction and quality programming/activities.

Ways in which Campus Center Operations & Activities Fulfills new DSA Mission & Values
The Campus Center Operations & Activities fulfills the DSA mission in several ways. The first way relates to providing work experiences for students that offers training and requires taking initiative while working as an individual and as a team member. The department works towards fulfilling the mission by collaborating with and providing leadership and planning development through regular interactions with specific SGA leadership. The support of the DSA mission is also achieved by funding (through the Student Activity Fund) and providing support in program development for various student programming/project efforts.

The Campus Center Operations & Activities fulfills all of the DSA values. This is accomplished by being student-centered in practically everything we do. Students are our primary audience in all that we do and provide. We role-model and encourage relationships, collaboration and partnerships through our work with other departments and others in the community to provide services and in assisting students, faculty and staff in developing and implementing programs/events. Whether through employment opportunities, assisting leaders of other programs (i.e., SGA, KDIC, Student Workshops, Freesound, etc.) or providing support to individuals/groups who have requested financial
support, we promote and support diversity, social justice, global citizenship, integrity, honesty, authenticity, hard work and dedication. In this same light, we challenge and empower students to reach higher, perform better and to be accountable to one another and the community as a whole. This is not always easily done, because variables sometimes sends one a student (or group of students) who simply want to move forward and do not always want to take the time to work through the process necessary to reach the final product.

**Department Responsibilities**

**Facilities**
- Joe Rosenfield ‘25 Center
- Forum South Lounge
- Harris Center

**Programs**
- Contracts (Performance contracts being sponsored by student organizations)
- KDIC 88.5 FM
- Student Activities Fund
- Student Government Association (ACE, ACE Security, Concerts, Films)
- Student Workshop (Ceramic & Photography Workshops)
- Young, Gifted & Black (YGB) Choir

**Campus Center Operations & Activities Unique Goals/Priorities for 2009-10**
- Continue to provide a high quality of service to all users of the facilities within the area.
- Continue to increase the knowledge and proficiency of work of the student workers within the area.
- Continue to provide leadership development to students and organizations in the process of program/activities development, planning and implementation.
- Continue to assess and develop a plan for better usage of the 3rd Floor Student Organization Storage Locker Room.
- Continue to assess and develop a long range plan for better usage of the suite previously used by the Stonewall Resource Center (SRC) within the multicultural suite area of the JRC. This suite is currently being used for some of the Posse Scholar meetings/gatherings.
- Maintenance and refocusing of stage spotlights in the Harris Cinema.
- Continue and complete the patching and painting in the Harris Center Concert Hall and backstage area.
- Purchase T-Shirts for the Harris staff to be used as uniforms.
- Continue working with FM to appropriately fix the operational and safety issues with the Laurel Leaf Lounge fireplace.
- Continue collaborating/working with the art department faculty, at a possible more permanent program to provide rotating art projects by classes to provide more student exposure and overall nice visual aesthetics within the JRC.
- Collaborating with International Student Affairs and the Center for International Studies to develop a permanent flag display in the Spencer Grill that represents the citizenships of our campus community.
Campus Center Operations & Activities Successes & Highlights for 2009-10

There were several successes and highlights in the area this past year. These successes and highlights may not all be of the dramatic type; however, very important to the overall mission and programming for the facilities and programs of the area.

Joe Rosenfield Center
- Continued development of and completion of a new mission statement for the Campus Center Operations and Student Activities department (please see in mission and departmental functions section of this report).
- Improved the overall quality of service and response by the JRC student staff.
- Advised and provided financial support for the initial setup and start up of the Student Sexual Health Center in one of the multicultural suites.
- Collaborated in the development, planning, financial support and implementation of the permanent International Flag Display (and associated programming) hanging in the Spencer Grill.
- Assessment. Participation in the implementation of the Student Voice Survey for the Joe Rosenfield Center, Harris Center, Student Activities, etc. Raw data has been received.
- Continued awards program to select and award prizes to acquire student artwork from the annual Student Salon Art Show held in Faulconer Gallery to become part of a permanent collection of the JRC and be hung throughout the facility.
- Implemented a pilot program to provide specific JRC Desk staff to also serve as AV specialists during higher profile events held in JRC 101.
- Developed a checkout procedure and form for use by the Intercultural Affairs Office when checking out keys to groups reserving the multiuse kitchen.
- Continued collaboration with various departments & organizations to assist them in providing and enhancing their services to students and the campus community as a whole.
- We collaborated with Eric Sanning in conjunction with the Art and Dance Departments to bring a variety of visual and interactive arts programming in and around the Rosenfield Center during the spring semester.
- We have been collaborating with Leslie Wright of the Faulconer Gallery on an upcoming visual art display for several of the skylights in the Rosenfield Center.
- Continued collaboration with various departments & organizations to assist them in providing and enhancing their services to students and the campus community as a whole.

Harris Center
- Purchased uniform T-Shirts for the Harris Staff to wear during their shifts to assist with their image and to make them more easily identifiable.
- Revised part of the training process and increased the amount of training/practice time student projectionists must participate in before they can actually be considered a projectionist.
- Currently working on a project that will allow the cinema to project in high definition (HD). This is to be completed by the end of the fiscal year 2010.
Student Activity Fund (SAFund)

- Organized and implemented a committee for reviewing all SAFund requests over $500. The committee is also charged with the review of guidelines for future administration and allocation of funds.

Student Craft Workshop (Ceramic & Photography)

- The Photography Workshop program doubled the number of users over the Spring 2009 usage of the program.

KDIC

- We implemented broadcasting of KDIC programming in the Spencer Grill 2-4 hours per day. This was a positive thing because it was something that also passed via student initiatives; however, once actually put into practice, this quickly became something that students clearly did not want. Students found this to be disruptive to the daily interactions of the Spencer Grill area and this program was discontinued rather quickly without resistance.

Student Activities

- Continued/continue to provide leadership, advising and resources to a wide range of individual students and student groups and faculty in program development and implementation to bring a variety of quality programming to campus.
- Continued regular meetings and advising of SGA All Campus Events (ACE) Chair, SGA Concerts Chair, SGA Films Chair, SGA All Campus Events (ACE) Security, KDIC Student Station Manager, and the Craft Workshop Coordinators.
- We collaborated with SGA and purchased three inflatable activity apparatus’ for indoor/outdoor use. This is intended to support wellness and sub-free programming. Since our purchase of this equipment, we have successfully used them for three different student lead events, during the Selah event, two-nights of wellness programming during exam week, and during Reunion Weekend 2010. We have already gotten our money’s worth of our purchase price ($4,900) of these three pieces compared to rent them the number of times we have already used them.

Young, Gifted & Black (YGB) Gospel Choir

- In addition to the annual fall and spring concerts, YGB had a very successful 5-day, 6-engagement spring tour to St. Paul, MN, Watertown, WI and Milwaukee, WI. The choir ministered to school age children, the elderly, retired nuns and priest at a convent and the general public. While in St. Paul, MN, the choir collaborated and sang with a Cameroonian choir. The tour also included a visit to the Wisconsin Black Historical Museum.
- The choir also collaborated with the Faulconer Gallery and a faculty curated show to do a mini-concert in conjunction with the art show during Black History Month.
- The spring concert included the choir collaborating with a Des Moines based community choir, Restoration & Prayze, which was founded by and is also directed by the YGB Director, Barry Jones.
**Primary Department Audiences (demographics)**
The primary audience for the programming aspect of the department is students. The primary audiences for the facilities aspect of the department is the entire college community. With the primary audience for the programming aspects of the department being dominated by students, there continues to been an increase in faculty and staff looking to us more regularly for assistance and support in this area. Even though the primary audiences are college community based, because of the programming that the college produces, we continue to have frequent and regular interaction with the Grinnell community as a whole.

**Department Challenges of 2009-10**
As with past years, the main challenges for the department stem from the natural characteristics of this type of work. The first of which is the ever changing world of technology. Where there is a high level of success regarding the availability, support and service of our technology, it is the few less than perfect situations that seem to dictate the impression of its success. There are more times that we have to defend ourselves as a result of user’s limited knowledge of technology and the very few times that something actually malfunctions and needs repair. We continue to collaborate with ITS, the AV Center and the academic deans office to become even more transparent to potential users to assist with helping us be more proactive to their needs. The second relates to the ongoing challenge of consistency of service from day-to-day (mainly evenings) when everything is overseen by students. Students are very good resources; however, for most, this type of work is not what they plan to do after Grinnell and in many creative ways, they demonstrate that work is still secondary to their school work and their other involvements. It takes an extreme amount of effort to keep them motivated and focused throughout each semester.

**Current and/or Anticipated Limitations or Challenges Caused by Financial Constraints**
As with last year, I do not foresee any major limitations or challenges in the coming year due to current financial constraints, but that does not mean there might not be challenges. The biggest challenge relates to the JRC, but is not under my actual budget. This refers to the Laurel Leaf (fireplace) Lounge fireplace. This is not an essential function or need; however, students will again question about the timeline to have it fixed so they can have a fire during the cold months. In general though, I have not typically built in much cushion into my budgets. I will simply have to watch what is being used and make good decisions regarding equipment use and repair. There are some upgrades and items to eventually be purchased that will make some programming and work process easier, but not as essential at this moment due to the continual upgrades I have focused on over the past several years. If prices for supplies continue to rise, this could affect the Harris Center (i.e., soda/pop for movies & parties) and the Student Workshops. The other program that may experience a challenge the next year or so is the YGB Choir. If we continue to get the great participation we have been experiencing combined with overall expenses, we will have to be more creative in how we plan the spring tour the next couple of years.
Drafted Desired Student Learning Outcomes for the Department
- To have students to learn basic work ethic, responsibility and work skills important in any workplace.
- Have students understand the concepts related to their being part of a team as it relates to their work roles.
- To have students learn and utilize program development, organizational and implementation skills in planning the many activities they sponsor during their college career.

Future Desired Student Learning Outcomes for the Department
- To have students to learn basic work ethic, responsibility and work skills important in any workplace.
- Have students understand the concepts related to their being part of a team as it relates to their work roles.
- To have students learn and utilize program development, organizational and implementation skills in planning the many activities they sponsor during their college career.

Primary Student Affairs Collaborators
- International Student Services
- Student Wellness (Non-Alcohol Programming)
- New Student Orientation

Primary Campus & Community Collaborators
- Conference Operations and Events
- Facilities Management
- Dining Services
- Campus Safety & Security
- Student Government Association (SGA)
- Information Technology Services (ITS)
- AV Center
- Intercultural Affairs
- Center for Religion, Spirituality & Social Justice (CRSSJ)
- Faulconer Gallery
- Music Department
- Accounting Department

Campus Center Operations & Activities Unique Goals/Priorities for 2010-11
- Continue to provide a high quality of service to all users of the facilities within the area.
- Continue to increase the knowledge and proficiency of work of the student workers within the area.
- Continue to provide leadership development to students and organizations in the process of program/activities development, planning and implementation.
- Continue to assess and develop a plan for better usage of the 3rd Floor Student Organization Storage Locker Room.
• Continue working with FM to appropriately fix the operational and safety issues with the Laurel Leaf Lounge fireplace.
• Continue collaborating/working with the art department faculty, at a possible more permanent program to provide rotating art projects by classes to provide more student exposure and overall nice visual aesthetics within the JRC.
• Maintenance and refocusing of stage spotlights in the Harris Cinema.
• Create and train a small staff/crew (4-6) that would work and be responsible the setup and operation of the inflatable equipment.
• Collaborate with ITS and the AV Center to upgrade the JRC meeting/class rooms so they more closely resemble what faculty members see in the academic building classrooms.
• Collaborate with SGA Films to purchase and install a HD projector and player in the Harris Cinema to provide a venue on campus capable of projecting high definition images.
• Collaborate with International Student Affairs and the Center for International Studies to have a satellite dish installed on the Rosenfield Center to allow the capability to broadcast more international news in the facility and to the campus community as a whole. This is an effort to increase the internationalization of our campus and the JRC.
• Collaborate with International Student Affairs and the Center for International Studies to have electronic clocks installed in the Spencer Grill that would display several international time zones. This is an effort to increase the internationalization of our campus and the JRC.

Current Assessment Practices & Data Collected
I conduct random follow up walkthroughs of room setups prior to events and use what is found as training and “teachable” moments for the staff. Current data collected for the area mainly assess the usage of programs and facilities, not specific outcomes. We currently collect numbers of participants that attend the SGA Films program in the Harris Center and the usage of the billiards, table tennis and air hockey tables in the Joe Rosenfield Center Game Room. We also collect data on how many meetings, classes, programs, etc. are scheduled in the Joe Rosenfield ‘25 Center, Forum South Lounge and Harris Center. We have been collecting the latter type of data since my arrival to Grinnell.

Department Assessment Goals for 2010-11
• Continue random follow ups on room setups prior to events and use what is found as training and “teachable” moments for the staff.
• Continue to collect facility usage data.
• Continue to collect selected program participation data.
• Conduct random quality of service evaluations (follow up to JRC 101 use, support calls, etc.).
• Continue to use data collected to better educate and train student staff.
• Create and implement a short exit survey focusing on skills and knowledge gained for graduating student employees who work at the JRC, Harris Center and Craft Workshop.
The Campus Center Operations & Student Activities department at Grinnell College is a program that is part of the educational mission of the college. Our program not only provides services and resources in the form of structural buildings, but serves an important role in the community life of the campus and the community at-large by promoting citizenship, training for students in work and social responsibility, and leadership. Our facilities [the Rosenfield Center, Harris Center, and the Student Workshops (ceramic & photography)] operate approximately 242.5 hours per week of which approximately 188 hours (77.5%) are successfully operational without full-time staff necessarily on site. We employ and train approximately forty-five students per semester to maintain our services outside normal business hours. We also work directly with (and train) approximately 20-25 additional students who are employed through other sources, but support programs directly related to our facilities and programs. In addition, we provide advising, leadership development and funding for a wide range of programming that our students are engaged. Our operation interacts and impacts all levels of the college community and the general Grinnell community every day of the academic year.
1. As a result of being employed by the department of Campus Center Operations & Student Activities, students will have a better understanding about how their personal work ethic and commitment effects and impacts the team and how others view the team.

2. Students who seek funding through the department of Campus Center Operations & Student Activities will better know and understand the finer details necessary to plan for and consider when planning an event.

3. Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will learn more about his/her leadership style and how it is compatible/conflicts with other leadership styles.

4. Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will learn basic work ethic, responsibility and work skills important in any workplace.

5. Students who are employed by or who hold a leadership role associated with the department of Campus Center Operations & Student Activities will learn more about his/her communication style and more about what they are stronger in versus what they can continue to work on to continue to grow as an effective leader.

6. Students who hold leadership positions directly advised by Campus Center Operations & Student Activities will feel that they have grown/improved in at least two skill sets necessary for positive and productive program management.

Revised 12/7/2010
Rosenfield Center, Harris Center

Employment Application Packet

What you will find in this packet
a) General Job Descriptions (2-sided sheet)
b) Employment Application (2-sided sheet)

1. Please read through all of the materials prior to filling out the application.
2. There are currently positions available at the Rosenfield Center & Harris Center.
3. Rosenfield Center Attendants are also responsible for events and activities held in the South Lounge of the Forum.
4. Harris Center positions are mainly weekend hours (using a rotating schedule); however, some weekday responsibilities may apply.
5. Please print legibly or type your application.
6. Please print legibly or type your responses to the questions within the application on a separate sheet of paper.
7. Return only the application and responses to the questions within the application to the Office of Student Affairs. Do not return the cover page or job description page(s).
8. All applicants are not guaranteed an interview.
**Harris Center Desk Attendant**  
**General Job Description/Responsibilities**

The Harris staff will staff the Harris Center and oversee its daily operations and carry out daily tasks. The staff will oversee the building and are responsible for its occupants when the director or student affairs administrative staff is not available. Staff reports directly to the Associate Dean for Student Life.

It is expected that a Harris Attendant put him/herself in your individual/group user's place. Keep in mind how you would like to be treated and served by employees of the Harris Center. Customer service is our number one goal. It is important that we assist people in being comfortable when using the building. We accomplish this goal by completing timely set ups, as designated, assuring that equipment is in good working order and general questions and concerns are addressed in a professional manner.

As a member of the staff at the Harris Center at Grinnell College, you have a variety of duties and responsibilities.

1. You will be a representative not only of the Harris Center, but of the entire Grinnell College community, and as such it is your responsibility to be courteous, fair, and show characteristics of integrity and intelligence to everyone. Your dress and demeanor should reflect this concept.

2. A large part of your job concerns answering specific questions about the College and the Harris Center itself. You will be expected to thoroughly familiarize yourself with the information provided in the Staff Handbook as well as with your specific job description, location of College buildings/departments and events occurring on our campus.

3. You will be a direct representative of the Office of Student Affairs administrative staff and of the Harris Center. As such you should become thoroughly familiar with the policies of the Harris Center concerning building use.

4. You will be responsible for the security of the Harris Center. You will be required to understand and perform opening and closing procedures, and emergency procedures regarding fire, bomb threats, evacuation, etc.

5. You will aid others in the overall use of the building and will also be required to provide technical services to groups when necessary.

6. You will be responsible for event head counts; opening and closing your work area which could also include the building; daily servicing of lounges, game room, etc.; setting up and taking down chairs, tables, podiums, media equipment, etc; checking restrooms; and keeping trash picked up.

7. The Harris Center will mainly be staffed on Weekends (Friday – Sunday). You will be expected to work morning, late night and weekend shifts on weekends.

8. You may periodically be asked to cover special events and extended hours and special events that can be scheduled at anytime during the week.

9. Flexibility in your schedule is necessary and expected.

**Work Schedule**

You will be issued a work schedule from your supervisor. Primary consideration for hours preference will be given to seniority members on staff. This means that newer employees will probably work the least popular time frames. However, class schedules, performance, and job experience may also be considered. **You are responsible for and must cover your scheduled shift or find a replacement for yourself. **Under no circumstance is it an option to leave your shift unattended. **All staff members are required to work specified weekend shifts on a rotating basis. Rotating weekend shifts are designated as being specific shifts from 5:00 p.m. – 1:00 p.m. beginning Friday evenings and from 1:00 p.m. – 1:00 a.m. beginning Saturday afternoons.

All Harris Center student employees are expected to fulfill scheduled work obligations through 12:00 a.m. (midnight) Thursday night/Friday morning of the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.
**Joe Rosenfield Center Desk Attendant**

**General Job Description/Responsibilities**

The Joe Rosenfield Center (JRC) staff will staff the Joe Rosenfield Center and oversee its daily operations and carry out daily tasks. The staff will oversee the building and are responsible for its occupants when the director or student affairs administrative staff is not available. Staff reports directly to the Associate Dean for Student Life.

It is expected that a JRC Attendant put him/herself in your individual/group user's place. Keep in mind how you would like to be treated and served by employees of the JRC. Customer service is our number one goal. The JRC is the campus center building for Grinnell College and will consequently receive a large volume of student, faculty, staff and community traffic each day. It is important that we assist people in being comfortable when using the building. We accomplish this goal by completing timely set ups, as designated, assuring that equipment is in good working order and general questions and concerns are addressed in a professional manner.

As a member of the staff at the Joe Rosenfield Center at Grinnell College, you have a variety of duties and responsibilities.

1. You will be a representative not only of the Joe Rosenfield Center but of the entire Grinnell College community, and as such it is your responsibility to be courteous, fair, and show characteristics of integrity and intelligence to everyone. Your dress and demeanor should reflect this concept.
2. A large part of your job concerns answering specific questions about the College and the Joe Rosenfield Center itself. You will be expected to thoroughly familiarize yourself with the information provided in the Staff Handbook as well as with your specific job description, location of College buildings/departments and events occurring on our campus.
3. You will be a direct representative of the Office of Student Affairs administrative staff and of the Joe Rosenfield Center. As such you should become thoroughly familiar with the policies of the Joe Rosenfield Center concerning building use.
4. You will be responsible for the security of the Joe Rosenfield Center. You will be required to understand and perform opening and closing procedures, and emergency procedures regarding fire, bomb threats, evacuation, robbery, etc.
5. You will aid others in the overall use of the building and will also be required to provide technical services to groups when necessary.
6. You will be responsible for event head counts; opening and closing your work area which could also include the building; daily servicing of lounges, game room, etc.; setting up and taking down chairs, tables, podiums, media equipment, etc.; checking restrooms; and keeping trash picked up.
7. The Joe Rosenfield Center is open long hours seven days a week. You will be expected to work morning, late night and weekend shifts. Flexibility in your schedule is necessary and expected. You may periodically be asked to cover special events and extended hours.

**Work Schedule**

You will be issued a work schedule from your supervisor. Primary consideration for hours preference will be given to seniority members on staff. This means that newer employees will probably work the least popular time frames. However, class schedules, performance, and job experience may also be considered. You are responsible for and must cover your scheduled shift or find a replacement for yourself. **Under no circumstance is it an option to leave your shift unattended.** All staff members are required to work specified weekend shifts on a rotating basis.

All Joe Rosenfield Center student employees are expected to fulfill scheduled work obligations through 6:00 p.m. on the Friday ending the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.
Grinnell College Office of Student Affairs
Application for Student Employment
Rosenfield Center, Harris Center, and Forum South Lounge

Date_________________
=========================================================================
Demographic Information
_____________________________________________________________________________
Name  Last   First    Middle
_____________________________________________________________________________
College Telephone #  Campus PO Box # Username  Class Year
_____________________________________________________________________________
Permanent Address Street  City  State  Zip  Home #
(include zip)
*Can you be reached through your Grinnell email account over the summer?  □Yes  □No
=========================================================================
Employment Desired
Please read each category, and then check those that apply.
  □Rosenfield Desk Attendant  □Harris Center Desk Attendant
  □Applying for whatever position(s) available  □Harris Center Light Tech
=========================================================================
Previous Work Experience
1. Employer:___________________________ Job Title:_______________________________
   Dates of Employment:__________________
   Supervisor Name: ___________________________Telephone # _________________________
   May we contact this person as a reference?:  □Yes  □No
   Type of work performed:__________________________________________________________

_____________________________________________________________________________
2. Employer:___________________________ Job Title:_______________________________
   Dates of Employment:__________________
   Supervisor Name: ___________________________Telephone # _________________________
   May we contact this person as a reference?:  □Yes  □No
   Type of work performed:__________________________________________________________

~OVER~
Tell me about yourself!

Please type your responses, to the following questions, on a separate piece of paper.

1. Briefly explain why you are applying for a position at the Rosenfield and/or Harris Center.
2. Please describe your personal strengths.
3. What special skills or abilities do you possess that you can bring to the job?
4. What do you see as being the five most important aspects expected for your success in any of these positions? Why do you see these as the most important?

========================================================================

Applicants Certification

I hereby certify that the information set forth in the above employment application is true and complete to the best of my knowledge. I understand that if employed, falsified statements on this application shall be considered sufficient cause for dismissal.

I authorize investigation of all statements contained in this application.

Date  Signature
# TABLE OF CONTENTS

Welcome................................................................. 1  
What is a College Union.............................................. 2  
General Staffing Information........................................ 3  
Safety, Security, and Emergencies................................. 4  
  What constitutes a Physical/Maintenance Emergency......... 4  
  What to do for Medical Emergencies............................ 5  
    Blood Related Incidents......................................... 6  
    First Aid Kits.................................................. 6  
About Your Job and Training Requirements........................ 7  
  Nondiscrimination & Affirmative Action Policies.............. 7  
  Training.................................................................... 7  
  Probationary Period............................................... 7  
  Discipline................................................................... 8  
  Termination Procedure.............................................. 8  
JRC Attendant General Job Description/Responsibilities........ 9  
JRC Attendant Specific Job Duties/Responsibilities............ 10  
Daily Expectations, Tasks & Responsibilities.................... 11  
Scheduling.................................................................... 12  
Signing Up for Payroll............................................... 13  
Time Cards.................................................................... 13  
Paychecks..................................................................... 13  
Regular Attendance, Punctuality and Substitutes............... 13  
Appearance/Dress Code............................................... 14  
Meetings/Training Sessions.......................................... 14  
Shift Exchanges......................................................... 14  
Use of Recreational Facilities While Working Your Shift......... 14  
Use of Grinnell College Business/Work Telephones for Personal Use... 15  
Visitors While Working Your Shift.................................. 15  
Telephone Etiquette.................................................... 15  
Commonly Used Interdepartmental Telephone Numbers........... 16  
Lost and Found.......................................................... 16  
Use of JRC & Forum South Lounge Facilities..................... 17  
  JRC Rules and Regulations........................................ 17  
  Regular Hours of Operation...................................... 19  
  JRC Facilities and Services Provided.......................... 19  
In Closing...................................................................... 23
Welcome

Welcome to the Grinnell College Joe Rosenfield ’25 Center. We are pleased to have you on our staff.

You are a very important part of the Grinnell College Student Affairs staff. We rely very heavily on part-time student employees; we would be unable to operate without your efforts and abilities. In turn, the jobs we offer will provide you with work and career experience, job references, and financial support while you pursue your education. As an employee of the Rosenfield Center, you will be servicing students, staff, faculty, alumni and guests of the college. We rely on your best efforts to be as helpful and congenial as possible to our clientele at all times. You are in a unique position to stay informed about events and activities on campus and we expect you to learn the information and distribute it to all of our customers in a professional and timely manner.

This handbook has been assembled to ensure that your career with the Rosenfield Center proceeds productively and enjoyably, both for you and our organization. We require that you read it thoroughly as it contains valuable information about the staff, policies, facilities and programs, and it will answer many of your questions regarding your job. You will be held accountable for the materials presented in this handbook and are expected to follow the policies and procedures stated within it. While we have described your job briefly, some areas will be covered in detail throughout your employment.

This handbook provides a great deal of information; however, your position with us may require you to experience an area not explained within this document. Please do not hesitate to ask me, Michael Sims, Director of Campus Center Operations & Student Activities, Jodi Hansen, Administrative Support, or Connie Coleman, Rosenfield Center Receptionist for clarification and direction on areas for which you are unclear and unsure about proper policy or procedure.

We hope that your employment with the Office of Student Affairs is both educational and fun.
What is a College Union?

1. Mission and goal statement

The mission of the Joe Rosenfield ’25 Center is to provide a quality environment conducive and sensitive to the needs of the students, faculty, staff, alumni and guests of Grinnell College. It is our intent to do this by providing a number of leisure spaces, lecture and event rooms, dining options, office space for support services, and passive recreation and entertainment programs. The Joe Rosenfield ’25 Center was built to enhance the relationship between the students, faculty, and staff in an effort to satisfy both the academic and social interactions that are a vital part of a collegiate program. Students are the focus of our operation and not an interruption of it.

2. Role of the College Union

As a member of ACUI, the Association of College Unions International, we support the Following Guidelines as the "Role of the College Union."

1. The union is the community center of the college, for all the members of the college family - students, faculty, administration, alumni, and guests. It is not just a building; it is also an organization and a program. Together they represent a well considered plan for the community life of the college.

2. As the "living room" or the "hearthstone" of the college, the union provides for the services, conveniences, and amenities the members of the college family need in their daily life on the campus and for getting to know and understand one another through informal association outside the classroom.

3. The union is part of the educational program of the college. As the center of college community life, it serves as a laboratory of citizenship, training students in social responsibility and for leadership in our democracy. Through its various boards, committees, and staff, it provides a cultural, social, and recreational program, aiming to make free time activity a cooperative factor with study in education. In all it processes it encourages self-realization and growth in individual social competency and group effectiveness. Its goal is the development of persons as well as intellects.

4. The union serves as a unifying force in the life of the college, cultivating enduring regard for and loyalty to the college.
General Staffing Information

Joe Rosenfield/Harris Center Office

Michael Sims, Director of Campus Center Operations & Student Activities
Joe Rosenfield Center, Office of Student Affairs, Room 310
Phone: x3714 (office) 236-0418 (home)
Hours: Monday - Friday, 8:00 a.m. - 12 noon & 1:00 p.m. - 5:00 p.m.

Jodi Hansen, Student Affairs Assistant
Joe Rosenfield Center, Office of Student Affairs, Room 310
Phone: x3714
Hours: Monday - Friday, 8:00 a.m. - 12 noon & 1:00 p.m. - 5:00 p.m.

Connie Colman, Rosenfield Center Receptionist
Joe Rosenfield Center, Information Desk
Phone: x3715
Hours: Monday - Friday, 6:30 a.m. - 3:30 p.m.

Other Support Staff Directly Involved With the Joe Rosenfield ’25 Center

Rosenfield Center Facilities Management Custodial Staff
Willard Wille 7:30 a.m. – 4:30 p.m. Monday - Friday

Dining Services Staff
Dick Williams Director of Dining Services x3661
Mary Kirk Spencer Grill Supervisor x3670 or x3669
Darcy Noel Spencer Grill x3669
Larry Wilson Spencer Grill x3669
Safety, Security and Emergencies

As a staff member, one of your priorities is the safety and security of all staff members and guests in the Joe Rosenfield ’25 Center. Anything you can do to help provide a safe secure environment should be done. Any dangerous or life threatening situation should be dealt with immediately. You should ensure that all spills and broken glass are cleaned up at once. During normal business hours, Monday – Friday (8 a.m. – 5 p.m.), all maintenance emergencies should be reported to Michael Sims, Jodi Hansen, or Connie Coleman in the Office of Student Affairs. At all other times, maintenance emergencies should be handled by doing one of the following:

a) Contact and actually speak with Michael Sims (236-3295) about the perceived maintenance emergency OR
b) Call Grinnell College Campus Safety & Security at extension 4600 and report the maintenance emergency directly.

All information (i.e., time called, description of problem, follow up, etc.) regarding maintenance emergencies should be noted on the Daily Worksheet.

What constitutes a Physical/Maintenance Emergency?

1. Any significant amount of smoke or fire in or around the building.
2. Exposed electrical wire(s) that may or may not be live, that could cause bodily harm or potential fire.
3. Broken steam or water pipe(s).
4. The smell of natural gas in any area.
5. Any water leak that could cause flooding or property damage.
6. Insufficient heat in an area of the building being used by students, faculty, staff, and/or guests.
7. Plugged toilets and/or sewage back-ups.
8. Lighting levels that are low or out where injury could occur due to unacceptable light levels.
9. Broken glass in doors, windows, corridors, the perimeter of the building, etc. that could cause injury or render the building, an office or room un-secureable.
10. Any lock problem that would prevent individuals from exiting a building or that renders a door or window un-secureable.
11. Any condition/incident where injury or property damage could occur.
12. Fire system malfunction.
**Reporting and Follow-up Procedures:**

Facilities Management is always available to respond to emergency situations. Call Grinnell College Campus Safety & Security at extension 4600 and report the specific problem. Indicate your name, building name (Rosenfield Center), and telephone number (3715). Always request that the supervisor/on call (FM personnel) call or stop by to give you the status on the situation.

For any of the above situations occurring during normal business hours, please attempt to contact Michael Sims, Jodi Hansen, or Connie Coleman first. If neither of the two are available, call in the emergency directly to Facilities Management at extension 3300 and make sure either Michael Sims, Jodi Hansen, or Connie Coleman get informed in some way (i.e., direct contact, e-mail, incident report, etc.).

For any of the above situations occurring during evenings, nights, weekends and holidays, you will need to call Campus Safety & Security. If there is ever any doubt about whether an “emergency call” is warranted, please consult with Michael Sims or Campus Security (ext. 4600).

**What to do for Medical Emergencies**

All medical “emergencies” should be dealt with by calling Campus Safety & Security at (extension 4600) or by dialing 911 and reporting the injury(s).

If a medical emergency occurs during normal business hours, only after contacting Campus Safety & Security and/or calling “911,” the Rosenfield Attendant can contact the Grinnell College Health Center staff for assistance.

Certified individuals only may provide CPR immediately when necessary.

If someone becomes ill or is Injured and Requires Immediate assistance:

- Unless trained, do not attempt to render any first aid before trained assistance arrives. In the event you are assisting with an injury where blood of any amount is present, **Rosenfield Center staff must wear protective rubber gloves before assisting with the injury.**
- Before rendering any assistance, observe the individual and the surrounding areas and check for any outside substance that may pose a hazard to anyone rendering assistance (drugs, hazardous or infectious materials, etc.)
- Call extension 4600 to contact the Office of Safety and Security who will provide or arrange required services.
- Do not attempt to move a person who has fallen and appears to be in pain.
- Limit your communication with ill or injured person to quiet reassurances.
- After the person's immediate needs have been taken care of, remain to assist the investigating officer with pertinent information about the incident.
- If the victim is a staff member, notify the victim's supervisor or a co-worker. If the victim is a student, notify the Office of Student Affairs.
**Blood Related Incidents**

Bloodborne pathogens are microorganisms such as viruses that are present in human blood which can cause disease in humans. The most common pathogens identified in human blood are HEPATITIS b virus (HBV) and Human Immunodeficiency Virus (HIV), which can cause the "AIDS" condition. Other bloodborne pathogens include malaria, syphilis, brucellosis, and hepatitis. These diseases can be contracted as a result of eye, mouth, other mucous membranes, and/or non-intact skin (open wound) contacting infectious blood or infectious body fluids.

The bloodborne pathogen exposure control plan of Grinnell College is designed to limit or control exposure by employees to bloodborne pathogens. Employees who have the potential to be exposed (also designated as "First Aiders") to blood or other potentially infectious materials will be trained in the concept of "Universal Precautions". That concept is that blood and certain human body fluids are considered to be potentially infectious and certain precautions must be adhered to at all times to reduce risk. Included within the concept is the provision of proper medical care and screening for any employee who is involved in an incident involving blood or other potentially infectious material.

In the event you are assisting with an injury where blood of any amount is present, **Rosenfield Center staff must wear protective rubber gloves before assisting with the injury**. In the event blood needs to be cleaned up blood from an area where blood is present, consult with the FM Custodial staff or Campus Security. This must be done because there are specific standards and procedures required for the cleaning up of blood in public areas.

Please remember a supply of rubber gloves is on hand in your work area (kept in the closet behind the Information Desk) and available for you to wear in any emergency situation. Your health, safety and security come first and are very important!

**First Aid Kits**

First aid kits are supplied for the use of Rosenfield Center employees. Do not distribute any of the medicines, etc. to patrons of the Rosenfield Center. The only items to be distributed to patrons are the following: Band Aids, sterile clothes and alcohol swabs for use on minor cuts. In all cases, the patron is to administer these items to him/herself; in other words, Rosenfield Center staff are not to administer first aid unless you are properly trained or certified. **Individuals should be referred to the Health Center for attention to all injuries.**
About Your Job
and
Training Requirements

Nondiscrimination & Affirmative Action Policies

Grinnell College is committed to a policy of nondiscrimination in matters of admissions, employment and housing, and in access to and participation in its education programs, services, and activities. No person shall be discriminated against on the basis of race, national or ethnic origin, age, gender, sexual orientation, marital status, religion, creed, or disability.

The application of the college’s nondiscrimination policy will often involve conflicting interests. This may especially be the case when it is applied to questions of freedom of speech and freedom of association. Because of these inherent difficulties, the application of the nondiscrimination policy may not be simple or straightforward. Since the primary business of the college is liberal education and because liberal education cannot take place without the free, open, and civil exchange of ideas, the application of the nondiscrimination policy should always be made with consideration of how best to preserve the free, open, and civil exchange of ideas.

The college is an equal opportunity, affirmative action employer, and complies with all applicable laws and regulations regarding nondiscrimination, including Title IX of the Educational Amendments of 1972.

For more information about this policy or to lodge complaints or grievances under it, contact the Office of Human Resources for the affirmative action officer.

Training

As an employee of the Grinnell College Joe Rosenfield ’25 Center, you will be required to attend training workshops, and on the job training at no cost to you. Participation in each of these phases of training is a condition of your employment. Employees should not work in any area before receiving the determined formal training. The Rosenfield/Harris Office may also offer other training and development opportunities for all staff at no cost to you. We will keep you posted on all upcoming training programs.

Probationary Period

Your initial phase of employment is a probationary/training period. This period is designed to give you a reasonable period of time for on the job training and to learn the standard of job performance and the basics of your job. Your probationary period will be complete after your first successful semester of service; completion of all necessary/assigned training; understanding of content contained in this handbook; and a satisfactory written and verbal job performance evaluation has been completed by your supervisor.
**Discipline**

Disciplinary action for student employees of the Joe Rosenfield ’25 Center will, in most cases, be dealt with in a progressive manner. Generally, first a verbal and/or a written reprimand will be given, which may be followed by suspension for continued offenses, which may eventually be followed by dismissal.

Following is a list of some representative disciplinary offenses:

a. *Violation of or unsatisfactory compliance of any requirement stated in the Probationary Period section of this handbook.

b. Disobedience, insubordination, neglect of or refusal to carry out assignments and instructions.

c. *Stealing, including removal of any College property or food products from a Dining Service designated area without appropriate authorization.

d. *Reporting for work while under the influence of alcoholic beverages or illegal drugs, using or possessing alcohol or illegal drugs while at work.

e. Violating health, safety and sanitation requirements.

f. *Absence from work without prior approval from your supervisor, or in the case of illness, the failure to arrange a substitute before the start of your shift.

g. *Threatening, attempting or doing bodily harm to another person.

h. Failure to adhere to the dress code set for your area.

i. Entering restricted areas without authorization.

j. *Tampering with or damaging College or others’ private property.

k. *Possession of weapons.

l. Failure to observe department schedules (starting time, quitting time, breaks and meals).

m. Loafing or other use of time during assigned work hours, using the game room, watching television, etc. while clocked in to be working.

n. Clocking in or out for any other student employee, and/or falsifying time cards.

o. *Failure to observe department security guidelines and procedures.

p. Lack of good judgment in dealing with fellow employees, students, customers, other agencies, or the general public.

q. Student employees may be sent home during a work shift for refusal to work and interfering with any other employee in the performance of his/her duties.

r. *Unauthorized entry and/or use of a facility during closed, downtime and break periods.

Items denoted with an asterisk (*) may result in immediate termination.

**Termination Procedure**

Students may resign on their own by providing their immediate supervisor with a written notice of resignation. The immediate supervisor will then start the appropriate paperwork. A minimum two week notice for resignation is strongly encouraged.
An employee who resigns or is terminated shall receive all unpaid wages or salary due for services rendered at the next designated/scheduled payday for the respective pay period of the hours last worked.

A student employee may be *terminated because of unsatisfactory performance, misconduct, neglect of duty, job abandonment, incompetence, etc. The student employee's termination may be accompanied by a two week notice in advance of his/her last day. Immediate dismissal may take place due to gross violation of College rules or during your probationary period. Examples are: immoral conduct, under the influence of drugs or alcohol at work, theft of money or equipment, time card violations (fraudulent use), fighting with other employees, guests, etc. Other examples are noted with an asterisk in the Discipline section.

*Progressive disciplinary actions are always encouraged when possible before dismissal is undertaken.

**Rosenfield Center Desk Attendant**

**General Job Description/Responsibilities**

The Rosenfield Center staff will staff the Rosenfield Center and oversee its daily operations and carry out daily tasks. The staff will oversee the building and are responsible for its occupants when the director or student affairs administrative staff is not available. Staff reports directly to the Director of Campus Center Operations & Student Activities.

It is expected that a Rosenfield Center staff member put him/herself in your individual/group user's place. Keep in mind how you would like to be treated and served by employees of the Rosenfield Center. Satisfied individuals/groups served efficiently and courteously, will return to the Rosenfield Center with a positive attitude.

As a member of the staff at Rosenfield Center at Grinnell College, you have a variety of duties and responsibilities.

1. You will be a representative not only of the Rosenfield Center but of the entire Grinnell College community, and as such it is your responsibility to be courteous, fair, and show characteristics of integrity and intelligence to everyone. Your dress and demeanor should reflect this concept.

2. A large part of your job concerns answering specific questions about the College and the Rosenfield Center itself. You will be expected to thoroughly familiarize yourself with the information provided in the Rosenfield Center Staff Handbook as well as with your specific job description, location of College buildings/departments and events occurring on our campus.

3. You will be a direct representative of the Office of Student Affairs administrative staff and of the Rosenfield Center. As such you should become thoroughly familiar with the policies of the Rosenfield Center concerning building use.

4. You will be responsible for the security of the Rosenfield Center. You will be required to understand and perform opening and closing procedures, and emergency procedures regarding fire, evacuation, etc.
5. You will aid others in the overall use of the building and will also be required to provide technical services to those using the facility. This includes doing set ups and tear downs of designated areas within the facilities, and understanding and providing audio and visual support for programs and activities throughout the facilities.

6. You will be responsible for event head counts; opening and closing your work area which could also include the building; daily servicing of lounges, game room, etc.; setting up and taking down chairs, tables, podiums, media equipment, etc; checking restrooms; and keeping trash picked up.

7. The Rosenfield Center is open long hours seven days a week. You will be expected to work morning, late night and weekend shifts. Flexibility in your schedule is necessary and expected. You may periodically be asked to cover special events and extended hours.

All Rosenfield Center student employees are expected to fulfill scheduled work obligations through 6:00 p.m. on the Friday ending the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.

Rosenfield Center Desk Attendant
Specific Job Duties/Responsibilities

As a member of the Rosenfield Center Staff Team, you are responsible for the following:

1. To provide correct and accurate information about the Grinnell College campus and the city of Grinnell.
2. To answer phones in a professional manner.
3. Set-up all meeting/lecture rooms, service and complete periodic checks to the rooms while in use.
4. To open (weekends) and close (nightly) the building.
5. To make designated event head counts and while doing so, make sure the building is presentable and safe.
6. To maintain an acceptable level of cleanliness and order throughout the building. This includes picking up trash (inside & outside), keeping hallways and entrance ways safe and clean, straightening up furniture, reporting excessive messes within the restrooms, etc.
7. To provide quality customer service to all Rosenfield Center and Forum South Lounge visitors.
8. Regular restroom checks. Report any maintenance or plumbing problems to Michael Sims directly or via the Daily Worksheet. During evening, weekend, and holidays, emergency plumbing problems need to be called in directly to Campus Safety & Security to have the facilities management on-call person sent out.
9. Routine walks around the building to make sure NO signs are posted around or on the building (i.e., glass, wood brick, pillars, etc.). This includes the outside of the buildings.
10. Routine checks of the Game Room equipment which may include keeping the fooseball rods lubricated as necessary.
11. Maintaining and servicing the bulletin boards designated for student use. This includes removing all out dated materials and non-approved, non-campus related materials. It also
includes rearranging current signage so the boards are neat, clean and easier for all to read.
12. Checking out board games and other designated items.
13. Lost and found items.
14. Set-up and provide technical support for all audio/visual equipment within the various areas.
15. Periodically walk the building, inside & out, to assure that there are no safety concerns present.
16. Report all maintenance concerns directly to Michael Sims or via the Daily Worksheet.
17. Other duties as assigned (i.e., assisting with stuffing, folding, etc. items related to projects associated with the Student Affairs Office).
18. Distribution of tickets for SGA sponsored events when necessary.

Daily Expectations, Tasks & Responsibilities

1. It is important to arrive 5-10 minutes prior to your scheduled shift. This will allow you to put all of your belongings (i.e., coats, book bags, etc.) in their proper place and a chance to have a verbal conversation with the co-worker that you are replacing. This conversation should allow for any updates, explanations, etc. regarding pertinent information related to the Forum and its activities. This will better prepare you for your shift.
2. Put all of your personal belongings in the closet behind the desk. This is to both, protect your personal belongings and also keeps the desk area free from looking cluttered and gives it a more professional look. You may read a book or do homework when all your work responsibilities/tasks have been completed; however, your homework is not to take priority over your staff responsibilities nor should it consume the desk area.
3. Wear your nametag. Your friends will know who you are, but guests will not. Remember, you are a representative of the college and you may be the first individual in which a Grinnell College visitor has an interaction.
4. Read the Daily Worksheet to its entirety to assure that you are aware of the events that took/place before, during and after your shift responsibilities. Do not assume that things are completed, because they were on the Daily Worksheet. You need to personally check ahead of time to assure that things are prepared for the things you are responsible for.
5. The Rosenfield Center staff position should be a fun position; however, it is a real job and it is expected that each staff member demonstrate a high quality of professionalism as it relates to overall appearance of self and the work area, service and communication/language. Remember that your job is very public in nature; therefore, profanity, insults, etc. are not permitted by employees while working a shift or conversing with a co-worker who is working.
6. You are allowed to listen to the radio, tapes or cds while working at the desk as long as the volume is kept low enough for only you to hear and it does not become disruptive while serving patrons. The wearing of head phones while working is prohibited. Music with inappropriate language or lyrics (i.e., profanity, explicit sexual content/suggestion) is not acceptable at the desk.
7. Keep work area neat and clean. Put all equipment back in its designated place after every use. The information desk or storage closet behind the desk is not to be covered/filled with your homework, personal items, equipment from the game room, you or your friend’s rear ends, etc. All equipment in the various storage rooms need to be organized for easy identification and access for use at all times.

8. When you are the only individual scheduled to work a shift and you must leave the desk unattended (for reasons to associated with the Rosenfield Center or Forum responsibilities only), you must:
   a. Take a set of keys and “lock” the closet and desk drawers prior to leaving the desk
   b. Use the Locator Signs to inform others of your whereabouts

Unless you are doing a set-up or servicing an area (s), generally, you are not to leave the desk unattended for more than 10 minutes. **Under no circumstance is it an option to leave your shift unattended (this includes running personal errands, meeting with faculty or study groups, dropping off papers, etc.).**

9. Also refer to these other sections in this handbook for more specific expectations: Discipline, Rosenfield Center Attendant General Job Description/Responsibilities, Rosenfield Center Attendant Specific Job Duties/Responsibilities, Time Cards, Use of Recreational Facilities While Working Your Shift, Use of Grinnell College Business/Work Telephones for Personal Use, Breaks & Telephone Etiquette

**Scheduling**

You will be issued a work schedule from your supervisor. Primary consideration for hours preference will be given to seniority members on staff. This means that newer employees will probably work the least popular time frames. However, class schedules, performance, and job experience may also be considered. **You are responsible for and must** cover your scheduled shift or find a replacement for yourself. **Under no circumstance is it an option to leave your shift unattended.**

The Rosenfield Center pays only for hours worked as directed by your supervisor. Most part-time student employees work up to 20 hours per week. International Students must abide by the conditions of their visa in accepting employment and scheduling work hours. International Students may not work more than 20 hours per week (this includes all jobs worked) while classes are in session. Students may not work overtime.

All Rosenfield Center student employees are expected to fulfill scheduled work obligations through 6:00 p.m. on the Friday ending the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.
Signing up for Payroll

Before beginning work, you must complete the following process.

Before the college can pay you, you must complete and sign the following tax information, an I-9 and a W-4 form, at the Treasurer’s Office. These forms require that you provide two forms of identification. A valid driver’s license and social security card are commonly used to meet this requirement. If you are missing or do not have one of these forms of identification, consult the Treasurer’s Office for alternate forms of identification that can be substituted. Once this has been completed, you will qualify to begin working employment with the Forum.

Time Cards

Record your hours worked at the end of each shift worked, not at the end of each pay period. Each student employee is required to keep track of his/her own time worked. Under no circumstances should time be recorded that is not actually worked. If someone substitutes for one of your scheduled shifts, that employee should log the time and you should not log this time. Recording un-worked time is grounds for immediate dismissal. The College is currently using the E-Time system to track and record your time worked for payment.

HOURS NOT ENTERED BY THE END OF THE CURRENT PAY PERIOD WILL BE INCLUDED WITH THE NEXT PAY PERIOD. WE WILL NOT BE ADDING HOURS TO CURRENT PAY PERIODS AFTER THE PAY PERIOD END DATE. REPEATED ISSUES OF NOT ENTERING TIME WORKED IN A TIMELY MANNER IS GROUNDS FOR DISMISSAL.

Paychecks

Student employees are now paid every two weeks. Student employees are responsible for recording their own hours in their E-Time account after each shift worked. It is your responsibility to have your E-Time account up to date by the designated date of each pay period. If your hours are not entered by the designated time for each pay period, you will not get paid for the hours not entered for that respective pay period. The hours will be on your next pay check, assuming you get them entered. There will be no emergency checks processed for missed hours. As mentioned in the “Time Cards” section of this handbook, HOURS NOT ENTERED BY THE END OF THE CURRENT PAY PERIOD WILL BE INCLUDED WITH THE NEXT PAY PERIOD. WE WILL NOT BE ADDING HOURS TO CURRENT PAY PERIODS AFTER THE PAY PERIOD END DATE. REPEATED ISSUES OF NOT ENTERING TIME WORKED IN A TIMELY MANNER IS GROUNDS FOR DISMISSAL.

At the end of each semester and as soon as you have worked your last scheduled hours during the final exam week, you may get an advance on your pay for that respective pay period. Stopping into the Student Affairs Office to see Jodi Hansen and signing the appropriate form can do this.
Regular Attendance
Punctuality and Substitutes

The Joe Rosenfield/Harris Center Office depends upon all student employees being present for work as scheduled. Student employees of the Joe Rosenfield Center are expected to arrive for their scheduled shift no later than five (5) minutes before their shift is to begin. Absenteeism or excessive tardiness, whether excused or un-excused, will not be tolerated. If you are going to be late for work, notify your place of work as soon as possible. If you have to leave work for any reason prior to the end of your scheduled shift, you must have the permission of your supervisor. Employees wishing to be excused at times they are scheduled to work are responsible for finding their own substitutes from among qualified employees on staff. Under no circumstance is it an option to leave your shift unattended. All changes in work schedule should be forwarded to Michael Sims and Jodi Hansen.

Appearance/Dress Code

You are required to wear your nametag on all of your shifts and I stress “your” nametag. You can wear shorts to work, but no sweats or sweat shorts. Cut-offs are okay as long as they look decent. For both men and women, please use your best discretion in not wearing anything that may be viewed as too revealing or offensive. Remember that our business is “Customer Service” and your neat/clean appearance, healthy smile and positive friendly attitude are extremely important aspects of your job. Because you will be setting up and taking down tables and chairs during your shift, it is strongly recommended that Rosenfield Center staff do not wear open toed shoes/sandals while working your shift.

Meetings/Training Sessions

Regular/periodic staff meetings will be scheduled throughout your employment. Meeting times will be scheduled at a time that is most convenient to allow for the greatest number of staff members to attend. A staff member who has the approval from the supervisor to miss a meeting is responsible for attaining all information discussed in the meeting/training session. In some cases, meeting/training sessions may be scheduled on a weekend. All staff members will be required to attend all meetings/training sessions.

Shift Exchanges

If you need to switch your shift with another staff member, you must first get his/her agreement. It then becomes the responsibility of the staff member who has agreed to cover the shift to assure that the shift is covered. All changes in work schedule should be forwarded to Michael Sims and Jodi Hansen. Make sure that only the staff member who actually worked the shift has logged the hours worked in their E-Time account.

Use of Recreational Facilities While Working Your Shift

There is absolutely no playing of pool, ping pong, board games, cards, etc. during your shift.
Use of Grinnell College Business/Work Telephones for Personal Use

It is preferred that personal telephone calls be kept to an absolute minimum; however, if it becomes necessary to call from the desk, realize that there is only one line designated for business purposes at the Joe Rosenfield Center; therefore, the making and receiving of personal calls should be kept to an “absolute” minimum. These calls should be kept to no longer than 2 minutes in length unless the desk is extremely busy. Then you are expected to inform your caller that you will need to call him/her back when you get a break. Your business at the desk and around the Joe Rosenfield Center/Forum comes first. Excessive use/misuse of these guidelines will first be handled with a warning and documentation; after this, employee may face termination.

Student employees are not to make personal long distance telephone calls on any faculty, staff or administrative telephone. Such calls will have to be paid and the student employee may face termination.

Visitors While Working Your Shift

As is with the use of the telephones, visitors while you are on the clock should be kept at an “absolute” minimum. This is especially true when employees are working behind the desk. It is very frustrating and “bad” service to an individual/group that comes to the desk for assistance and either has to wait and/or receives poor service because the employee feels obligated to finish a story with a friend. Your obligation is to the customer and to your job responsibilities while you are working your shift.

Employees’ personal visitors are not allowed behind the desk at anytime. Staff members are not allowed to have study sessions, joint food breaks, etc. while you are working your shift.

Telephone Etiquette

Answering the Telephone: "Joe Rosenfield Center", this is [your first name], how may I assist you?" Please be polite and attempt to answer any question asked of you. Remember, you are an extension of the student affairs staff and our purpose is service; therefore, if you do not have the available resources to accurately respond to the question(s) take the time to learn the proper response. Learning the accurate response may mean requesting that the individual hold on for one minute while you obtain the proper response before you eagerly transfer someone off to another person or sending him/her away. Remember, this is an expectation not an added service.

As this is our only business phone, please limit personal phone calls to an absolute minimum (no more than two minutes).
**Commonly Used Interdepartmental Telephone Numbers**

Student Affairs Office         269-3700
Joe Rosenfield ’25 Center/Harris Office 269-3714
Student Activities            269-3714
Vice-President for Student Affairs (Houston Dougharty) 269-3700
Dean of Students (Travis Greene) 269-3700
Assistant Dean & Director of Housing (Andrea Conner) 269-3713
Dean of Student Academic Support & Advising (Joyce Stern) 269-3702
Assistant Dean & Director of International Student Services (Karen Edwards) 269-3703
Director of Campus Center Operations & Student Activities (Michael Sims) 269-3714
Director of Intercultural Life (Dotty Slick) 269-3700
Joe Rosenfield ‘25 Center Desk 269-3715
Harris Center Desk            269-3253
Office of Admission           269-3600
Career Development           269-4940
Health Services              269-3230
Dining Services (main office) 269-3661
Physical Education Complex (PEC) 269-3800 (Secretary)
                                  269-3834 (Equipment Room)
GORP                             269-3840
Campus Switchboard             269-4000

**Lost and Found**

Keep all items that have been lost in the lost and found cabinet. When receiving a lost item, you need to log it with the required information noted on the Lost and Found Log Sheet. When the owner of the lost item(s) comes to claim his/her item(s), the owner must sign and date the log book in the appropriate place(s) upon receipt of the claimed item(s).
Use of the Joe Rosenfield ’25 Center & Forum South Lounge Facilities

Rosenfield Center Rules & Regulations

1. Persons or groups wishing to sponsor an event in the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center must schedule the event by reserving the appropriate space through the Conference Operations and Events office. The Conference Operations & Events office is located in Room 206 of the Joe Rosenfield ’25 Center, and is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. The Senior Associate Dean for Student Life supervises the Harris Center staff.

2. All student organized all-campus weekend events (from 5:00 p.m. Friday – 8:00 a.m. Monday), must have the prior approval of the All-Campus Events (ACE) Committee.

3. No smoking is permitted in the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center.

4. No alcoholic beverages are permitted in the Joe Rosenfield ’25 Center (except for that purchased in Lyle’s Pub) or Forum South Lounge. Beer, dispensed from the Harris Center Concert Hall taps, is the only alcohol permitted in the Harris Center, and this beer is only permitted in the Concert Hall. There is a three keg limit. Approval to dispense beer at the Harris Center must be obtained from the Student Affairs office prior to the event. The College’s policy on alcohol, as stated in this handbook, is enforced. Beer for Harris Center events may not be advertised.

5. When R-rated movies are shown in either of these facilities; minors must be accompanied by a parent or responsible adult.

6. Animals are not permitted in either of these facilities, except for those certified animals used in aiding individuals with physical disabilities (i.e. Seeing Eye dogs).

7. Bicycles and vehicles with gas-powered engines are not permitted in either of these facilities.

8. The riding of skateboards, rollerblades/skates, and scooters is not permitted in either of these facilities.

9. Posters, announcements, and signs to be posted must first be approved by the Student Affairs office or desk staff. Posting is only permitted on designated bulletin boards. In some cases, approval for posting on easels will be permitted. Posting is not permitted on any other surface (i.e. windows, doors, or walls) and may be removed and disposed of without prior notification.

10. Plans to decorate any portion of any of these facilities for an event must be reviewed by and receive prior approval from the Student Affairs office.

11. Furniture may not be moved from one area to another in either of these facilities without prior approval from a staff member from that facility.
12. Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center owned equipment is not available for use outside of Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center designated events. All equipment remains in its respective facility and is not loaned out for other events.

13. Solicitation is prohibited in and around either of these facilities.

14. Anyone who is not a personal guest of a Grinnell College student, faculty, or staff member may be asked to leave the buildings. College identification cards or guest passes may be required to access certain services within the respective facilities.

15. No one is permitted in the buildings during the hours that the facilities listed as being closed. At closing, everyone is expected to leave promptly.

16. All users and guests of the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center are expected to follow the directions of the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center staff members. During ACE sponsored events, students and guests are expected to follow SGA-ACE Security directions.

17. Due to the sensitive smoke alarm system, incense or any other smoke and fog-producing devices are not permitted in any of the facilities.

18. Climbing the arch (Harris Center) or climbing up to the roof of the any of these buildings is prohibited.

19. Campus bands may schedule practice time in the Harris Center Concert Hall. Practice time is limited. Contact the Joe Rosenfield ’25 Center /Harris office to reserve practice time and/or storage space.

20. Persons arranging events held in the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center requiring contracts must have such contracts reviewed and approved by the Student Affairs office prior to their being signed. Students may not sign a contract on behalf of College or any event involving the college.

When a room is reserved, the group is assigned a certain length of time to use it. A group should not go beyond its scheduled time, but you are allowed some discretion in the enforcement of this policy. Your decision should be based on whether another group is waiting for the room, if it needs to be cleaned and reset for another event or if the building is closing for the day. It is the responsibility of the students on duty to see that the rooms are open and ready for use when scheduled during your shift.
Regular Hours of Operation

Fall/Spring Hours

<table>
<thead>
<tr>
<th>Day(s) of Week</th>
<th>Rosenfield Center</th>
<th>Information Desk Staffed</th>
<th>Spencer Grill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>6:30 a.m. – 4:00 a.m.</td>
<td>6:30 a.m.-12 midnight</td>
<td>7:30 a.m. – 12 midnight</td>
</tr>
<tr>
<td>Friday</td>
<td>6:30 a.m. – 2:00 a.m.</td>
<td>6:30 a.m. – 2:00 a.m.</td>
<td>7:30 a.m. – 2:00 a.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:30 a.m. – 2:00 a.m.</td>
<td>8:30 a.m. – 2:00 a.m.</td>
<td>10:00 a.m. - 2:00 a.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>10:30 a.m. – 4:00 a.m.</td>
<td>10:30 a.m. - 12 midnight</td>
<td>1:00 p.m. - 12 midnight</td>
</tr>
</tbody>
</table>

Sunday – Thursday during the regular hours of operation, the Joe Rosenfield ’25 Center all exterior doors are programmed to lock at 12:00 midnight. Students will have access into the facility from 12:00 midnight until 4:00 a.m. by using their P-Card in any of the four electronic door entrances. The doors that separate the mailroom hallway and the main lobby will remain unlocked until 4:00 a.m. On Friday and Saturday nights, all exterior doors are programmed to lock at 2:00 a.m. The doors that separate the mailroom hallway and the main lobby are to be locked by student staff at this time. (There is no student access until 4:00 a.m. on Friday and Saturday nights). Students will have 24 hour access to the mailroom corridor via the southeast entrance.

Joe Rosenfield ’25 Center Offices and Services Provided

First Floor of the Joe Rosenfield ’25 Center

The **Spencer Grill (rm. 106):** The grill offers pastries, sandwiches, pizza, soup and a variety of snack items to the college community throughout the day. The Grab-N-Go service is also provided by the Spencer Grill. The Grill may not be reserved for events, including scheduled meetings, information tables or organized social activities. Phone #: (x3669)

The **Information Desk** provides information regarding the facility and the Grinnell campus. Daily operation of the building is centralized here. Other services include checking out pool cues & balls, table tennis equipment, board games, set ups for activities, signups for various trips, etc. Desk Phone #: (x3715)

The **Crady Mail Room (rm. 110):** This area provides mail services for the campus. Various providers work with this department (US Mail, UPS, FED EX, etc.). The Crady Mail Services also offers a number of services to students, staff and faculty, including:

- Individual and booklet stamps for purchase.
- Fedex mailing supplies - a drop box is located in the lobby of the mailroom (Fedex drivers check the drop box at 3:00 p.m. Mon-Fri, with exceptions on holidays).
- Collection and distribution of student and department mail and parcels and delivery of internal campus mail.
- Recycling bins for various materials and packaging.
- Campus publications and program brochures, including the Scarlet & Black - available in the lobby on a first-come basis.
- Outgoing and incoming FAX service - FAX number: 1-641-269-3406. Please specify recipient’s name in BOLD on front page.

Crady Mail Services Phone #: (x3421)

The **Game Room** (rm. 109): Provides two regulation size pool tables, two table tennis tables, foose ball table, two flat panel televisions and music player.

The **Smith Gallery** (rm. 117): Named after Edith Renfrow Smith ’37, this gallery allows the works of current Grinnell students to present their artistry in a professional manner for all to see. A unique feature of this space is that the floor is made of original wooden slats from the old Darby gymnasium.

The **Market Place Dining** facility: The main dining facility for the campus, this space features an "all-you-care-to-eat" (AYCE) marketplace and an a la carte grill. In this facility, many of the menu offerings are prepared directly in front of the customer. This concept is known as marketplace or Marché dining. When Grinnell College students, faculty, staff, alumni and visitors enter the new facility, they are greeted by a:

- Wok Station, preparing fresh stir-fry. Look for the stir-fry selection of the day!
- Pizza Station, serving "pies" fresh out of the oven!
- Grill Station, preparing hot sandwiches to order, among other grilled favorites
- Vegan Station, serving multiple offerings
- Pasta/Sauce Station, preparing various pasta dishes; a variety of sauces are available
- Eggs to Order Station, preparing to-order omelettes and other egg dishes
- "At Home" Station, serving traditional favorites such as rotisserie, carved meats and mashed potatoes
- Salad/Soup Bar, with a specialty salad of the day
- Deli Bar, serving fresh meats and sandwich toppings
- Dessert Bar, offering goods from our in-house bakery
- Soft Serve Ice Cream Station
- Belgian Waffle Station
- Cereal/Bread Station, offering a variety of cereals and bread for toasting
- Beverage Station(s)

Market Place Dining Phone #: (x3669)
Other Non-Office Services Available:

**Pioneer One-Card Machine**: A Pioneer One-Card Machine is located in the foyer just outside the Crady Mail Services window to allow students to deposit money directly onto their card.

**Automated Teller Machine (ATM)**: An ATM is located in the foyer just outside the Crady Mail Services window.

**Email Computer Stations**: Computers and a printer is located in the hallway adjacent to the Spencer Grill.

**Second Floor of the Joe Rosenfield ’25 Center**

**Class/Meeting Rooms**: There are eight (one of which can be divided into two rooms). All but two of the rooms are equipped for high quality media presentations.

The **Conference Operations & Events Office (rm. 206)**: Part of College and Alumni Relations, serves as the heart of campus event coordination. The team functions as a one-stop shop for reserving space, requesting room layouts and equipment, and receiving event-planning assistance. Conference Operations & Events Office Phone #: (x3178)

The **Multicultural Wing & Suites** (Suite 209): the student organizations of Asian American Coalition (AAC), Chalutzim (the Jewish Student Organization), Concerned Black Students (CBS), International Student Organization (ISO), and Students of Latinas/Latinos (SOL) have suites in this programmatic area. This programmatic area also has a multiuse industrial designed kitchen for student use and a kosher kitchen for use by the Jewish student population. Reservations for use of the multiuse kitchen are to be directed to the Director of Intercultural Affairs at x3700.

The **Dining Services, Catering & Pioneer One Card Offices** (rm. 218): This is the administrative offices that oversee all dining operations (including Catering) and where one would go to resolve issues with one’s Pioneer One Card. Dining Services, Catering & Pioneer One Card Offices Phone #: (x3661)

**KDIC – 88.5 FM (rm. 219)**: This is the student run radio station that provides a variety of music formats, specialty shows, news, syndicated programming, etc. KDIC Phone #: (X3335)

The **Student Publications Offices** (rm. 220): This is the center of where all student generated publications are produced. The S&B, Grinnell Review, etc. are all products of this office.

The **Student Government Association (SGA) Office** (rm. 222) provides a voice for student opinion and a link between the Board of Trustees, administration, faculty and students. SGA also provides student programming and services, including weekend films and concerts, funding for student groups and programs, blood drives, used book sales and a myriad of other activities. SGA President & Vice Presidents’ Phone #: (x4212)
Third Floor of the Joe Rosenfield ’25 Center

The Student Affairs Office (rm. 310) is responsible for student conduct, a variety of student services, and the processing of students wishing to withdraw from Grinnell College. The offices of the vice-president for student affairs, dean of students, associate deans and assistant dean are located in this office. The Offices of Academic Advising, the Forum South Lounge, Harris Center, Housing, Intercultural Affairs, International Student Services, Joe Rosenfield ’25 Center, New Student Orientation, Residence Life and Student Activities are also located in this area. Vice President: Houston Dougharty (x3700)

The International Student Services Office coordinates programs that assist international students in their adjustment to Grinnell College and to U.S. American culture. Among the programs and support services offered are the Host Family Program, newsletter, international student orientation, International Speakers Program and International Week programs. The director offers personal and cross-cultural counseling as well as advice on immigration issues and work opportunities. The International Student Organization (ISO) is also advised through this office. This office is located within and reports to the Office of Student Affairs. Assistant Dean & Director: Karen Edwards (x3703)

The Intercultural Affairs Office has a primary focus to assess, address and meet the needs of multicultural students; but is committed to serving any and all students. The office sponsors a Peer Assistant Program, and coordinates a faculty and alumni mentoring program. The office also provides personal counseling and advising to individual students, consults with campus constituents on related matters and acts as a liaison to the Admission Office for campus visits by prospective students. This office is located within and reports to the Office of Student Affairs. Director: Dotty Slick (x3700)

The Academic Advising Office coordinates the faculty advising system, assigns first-year students to their tutorials and transfer students to their academic advisors, counsels students on academic concerns, coordinates the student tutoring program and coordinates personal and medical leaves and withdrawals. This office is located within and reports to the Office of Student Affairs. Dean of Student Academic Support & Advising: Joyce Stern (x3702)

The Residence Life Office is responsible for the management and program development the residential life program, which includes supervising the seven residence life coordinators, the student staff (student advisors and hall social coordinators), developing educational programs, providing counseling assistance and overseeing several judicial bodies. This office is located within and reports to the Office of Student Affairs. Assistant Dean of Students & Director of Residence Life & Orientation: Andrea Conner (x3713)

The Housing Office oversees the housing process, including policy development and implementation. This office helps students find reasonable housing accommodations within our residence halls and college owned houses. This office administers all room placement, room changes, off campus permission and all number and room draws (house hearings, fall semester leaves, smoke-free living, group draw and mini co-op room assignments). This office is located
within and reports to the Office of Student Affairs. Assistant Dean of Students & Director of Residence Life & Orientation: Andrea Conner (x3713)

**New Student Orientation Office** is responsible for the development, coordination and implementation of the New Student Orientation program for all new and transfer students to Grinnell College. This office is located within and reports to the Office of Student Affairs. Assistant Dean of Students & Director of Residence Life & Orientation: Andrea Conner (x3713)

The **Joe Rosenfield/Harris Office** is responsible for the management, supervision and program development the Forum and Harris Center. This is the office to call to reserve space for events in the Harris Center. All reservations for use of the Forum must be made by contacting the Communications & Events Office at extension 3178. Director of Campus Center Operations & Student Activities: Michael Sims (x3714)

**Student Organizations Work Room & Storage Lockers** (rms. 311–311-A): These areas are the responsibility of the Student Government Association (SGA).

**The Voice Box** (rm. 311-B): This student office works to better coordinate student activists events and activities.

**In Closing**

Hopefully this handbook has adequately answered many of your questions about your employment with the Grinnell College Joe Rosenfield ‘25 Center. We want our campus center to provide a positive experience for every visitor and count on you to convey and carry out that attitude as our on-line customer service representative. While each of you has specific duties, everyone is expected to do whatever it takes to service our visitors in a safe, secure manner.

Thank you for choosing the Rosenfield Center and the Student Affairs Office as your on campus employer. Work hard - study hard - and have fun!
TABLE OF CONTENTS

Welcome ........................................................................................................ 1
What is a College Union .............................................................................. 2
General Staffing Information ..................................................................... 3
Safety, Security, and Emergencies ............................................................ 4
  What constitutes a Physical/Maintenance Emergency ...................... 4
  What to do for Medical Emergencies ................................................... 5
    Blood Related Incidents .................................................................... 6
  First Aid Kits ....................................................................................... 6
About Your Job and Training Requirements ......................................... 7
  Nondiscrimination & Affirmative Action Policies ............................... 7
  Training ......................................................................................... 7
  Probationary Period ......................................................................... 7
  Discipline ....................................................................................... 8
  Termination Procedure ..................................................................... 8
Harris Attendant General Job Description/Responsibilities ............... 9
Harris Attendant Specific Job Duties/Responsibilities ....................... 10
Daily Expectations, Tasks & Responsibilities ....................................... 11
Scheduling ......................................................................................... 12
Signing Up for Payroll .......................................................................... 12
Time Cards .......................................................................................... 13
Paychecks ............................................................................................ 13
Regular Attendance, Punctuality and Substitutes ............................... 13
Appearance/Dress Code ....................................................................... 14
Meetings/Training Sessions .................................................................. 14
Shift Exchanges ................................................................................... 14
Use of Recreational Facilities While Working Your Shift ................. 14
Use of Grinnell College Business/Work Telephones for Personal Use ... 14
Visitors While Working Your Shift ...................................................... 15
Telephone Etiquette ............................................................................. 15
Commonly Used Interdepartmental Telephone Numbers ..................... 15
Lost and Found .................................................................................... 16
Use of Harris Center Facilities ............................................................ 16
  Harris Center Rules and Regulations ............................................. 16
  Regular Hours of Operation ............................................................ 18
    Harris Center Facilities and Services Provided ........................... 18
In Closing .............................................................................................. 19
Welcome

Welcome to the Grinnell College Harris Center. We are pleased to have you on our staff.

You are a very important part of the Grinnell College Student Affairs staff. We rely very heavily on part-time student employees; we would be unable to operate without your efforts and abilities. In turn, the jobs we offer will provide you with work and career experience, job references, and financial support while you pursue your education. As an employee of the Harris Center, you will be servicing students, staff, faculty, alumni and guests of the college. We rely on your best efforts to be as helpful and congenial as possible to our clientele at all times. You are in a unique position to stay informed about events and activities on campus and we expect you to learn the information and distribute it to all of our customers in a professional and timely manner.

This handbook has been assembled to ensure that your career with the Harris Center proceeds productively and enjoyably, both for you and our organization. We require that you read it thoroughly as it contains valuable information about the staff, policies, facilities and programs, and it will answer many of your questions regarding your job. You will be held accountable for the materials presented in this handbook and are expected to follow the policies and procedures stated within it. While we have described your job briefly, some areas will be covered in detail throughout your employment.

This handbook provides a great deal of information; however, your position with us may require you to experience an area not explained within this document. Please do not hesitate to ask me, Michael Sims, Director of Campus Center Operations & Student Activities or Jodi Hansen, Student Affairs Assistant for clarification and direction on areas for which you are unclear and unsure about proper policy or procedure.

We hope that your employment with the Office of Student Affairs is both educational and fun.
What is a College Union?

1. Mission and goal statement

The mission of the Joe Rosenfield '25 Center (The Harris Center is an extension of this on the Grinnell College campus) is to provide a quality environment conducive and sensitive to the needs of the students, faculty, staff, alumni and guests of Grinnell College. It is our intent to do this by providing a number of leisure spaces, lecture and event rooms, dining options, office space for support services, and passive recreation and entertainment programs. The Joe Rosenfield '25 Center was built to enhance the relationship between the students, faculty, and staff in an effort to satisfy both the academic and social interactions that are a vital part of a collegiate program. Students are the focus of our operation and not an interruption of it.

2. Role of the College Union/Campus Center

As a member of ACUI, the Association of College Unions International, we support the Following Guidelines as the "Role of the College Union."

1. The union is the community center of the college, for all the members of the college family - students, faculty, administration, alumni, and guests. It is not just a building; it is also an organization and a program. Together they represent a well-considered plan for the community life of the college.

2. As the "living room" or the "hearthstone" of the college, the union provides for the services, conveniences, and amenities the members of the college family need in their daily life on the campus and for getting to know and understand one another through informal association outside the classroom.

3. The union is part of the educational program of the college. As the center of college community life, it serves as a laboratory of citizenship, training students in social responsibility and for leadership in our democracy. Through its various boards, committees, and staff, it provides a cultural, social, and recreational program, aiming to make free time activity a cooperative factor with study in education. In all it processes it encourages self-realization and growth in individual social competency and group effectiveness. Its goal is the development of persons as well as intellects.

4. The union serves as a unifying force in the life of the college, cultivating enduring regard for and loyalty to the college.
General Staffing Information

Joe Rosenfield/Harris Center Office

Michael Sims, Director of Campus Center Operations & Student Activities
Joe Rosenfield Center, Office of Student Affairs, Room 310
Phone: x3714 (office)  236-3295 (home)
Hours: Monday - Friday, 8:00 a.m. - 12 noon & 1:00 p.m. - 5:00 p.m.

Jodi Hansen, Student Affairs Assistant
Joe Rosenfield Center, Office of Student Affairs, Room 310
Phone: x3714
Hours: Monday - Friday, 8:00 a.m. - 12 noon & 1:00 p.m. - 5:00 p.m.

Other Support Staff Directly Involved With The Harris Center

Harris Center Facilities Management Custodial Staff

Tracy Kelley  4:30 a.m. - 12:30 p.m.  Saturday - Wednesday
Floats  4:30 a.m. - 12:30 p.m.  Thursday - Friday
Safety, Security and Emergencies

As a staff member, one of your priorities is the safety and security of all staff members and guests in the Harris Center. Anything you can do to help provide a safe secure environment should be done. Any dangerous or life-threatening situation should be dealt with immediately. You should ensure that all spills and broken glass are cleaned up at once. During normal business hours, Monday – Friday (8 a.m. – 5 p.m.), all maintenance emergencies should be reported to Michael Sims or Jodi Hansen in the Office of Student Affairs. At all other times, maintenance emergencies should be handled by doing one of the following:

a) Contact and actually speak with Michael Sims (236-3295) about the perceived maintenance emergency OR
b) Call Grinnell College Campus Safety & Security at extension 4600 and report the maintenance emergency directly.

All information (i.e., time called, description of problem, follow up, etc.) regarding maintenance emergencies should be noted on the Daily Worksheet.

What constitutes a Physical/Maintenance Emergency?

1. Any significant amount of smoke or fire in or around the building.
2. Exposed electrical wire(s) that may or may not be live, that could cause bodily harm or potential fire.
3. Broken steam or water pipe(s).
4. The smell of natural gas in any area.
5. Any water leak that could cause flooding or property damage.
6. Insufficient heat in an area of the building being used by students, faculty, staff, and/or guests.
7. Plugged toilets and/or sewage back-ups.
8. Lighting levels that are low or out where injury could occur due to unacceptable light levels.
9. Broken glass in doors, windows, corridors, the perimeter of the building, etc. that could cause injury or render the building, an office or room un-securable.
10. Any lock problem that would prevent individuals from exiting a building or that renders a door or window un-securable.
11. Any condition/incident where injury or property damage could occur.
12. Fire system malfunction.
**Reporting and Follow-up Procedures:**

Facilities Management is always available to respond to emergency situations. Call Grinnell College Campus Safety & Security at extension 4600 and report the specific problem. Indicate your name, building name (Harris Center), and telephone number (3253). Always request that the supervisor/"on call" (FM personnel) call or stop by to give you the status on the situation.

For any of the above situations occurring during normal business hours, please attempt to contact Michael Sims, Jodi Hansen, or Connie Coleman first. If neither of the two are available, call in the emergency directly to Facilities Management at extension 3300 and make sure either Michael Sims, Jodi Hansen, or Connie Coleman get informed in some way (i.e., direct contact, e-mail, incident report, etc.).

For any of the above situations occurring during evenings, nights, weekends and holidays, you will need to call Campus Safety & Security. If there is ever any doubt about whether an “emergency call” is warranted, please consult with Michael Sims or Campus Security (ext. 4600).

**What to do for Medical Emergencies**

All medical “emergencies” should be dealt with by calling Campus Safety & Security at (extension 4600) or by dialing 911 and reporting the injury(s).

If a medical emergency occurs during normal business hours, only after contacting Campus Safety & Security and/or calling “911,” the Rosenfield Attendant can contact the Grinnell College Health Center staff for assistance.

Certified individuals only may provide CPR immediately when necessary.

If someone becomes ill or is Injured and Requires Immediate assistance:

- Unless trained, do not attempt to render any first aid before trained assistance arrives. In the event you are assisting with an injury where blood of any amount is present, Rosenfield Center staff must wear protective rubber gloves before assisting with the injury.
- Before rendering any assistance, observe the individual and the surrounding areas and check for any outside substance that may pose a hazard to anyone rendering assistance (drugs, hazardous or infectious materials, etc.)
- Call extension 4600 to contact the Office of Safety and Security who will provide or arrange required services.
- Do not attempt to move a person who has fallen and appears to be in pain.
- Limit your communication with ill or injured person to quiet reassurances.
- After the person's immediate needs have been taken care of, remain to assist the investigating officer with pertinent information about the incident.
- If the victim is a staff member, notify the victim's supervisor or a co-worker. If the victim is a student, notify the Office of Student Affairs.
**Blood Related Incidents**

Bloodborne pathogens are microorganisms such as viruses that are present in human blood which can cause disease in humans. The most common pathogens identified in human blood are HEPATITIS b virus (HBV) and Human Immunodeficiency Virus (HIV), which can cause the "AIDS" condition. Other bloodborne pathogens include malaria, syphilis, brucellosis, and hepatitis. These diseases can be contracted as a result of eye, mouth, other mucous membranes, and/or non-intact skin (open wound) contacting infectious blood or infectious body fluids.

The bloodborne pathogen exposure control plan of Grinnell College is designed to limit or control exposure by employees to bloodborne pathogens. Employees who have the potential to be exposed (also designated as "First Aiders") to blood or other potentially infectious materials will be trained in the concept of "Universal Precautions". That concept is that blood and certain human body fluids are considered to be potentially infectious and certain precautions must be adhered to at all times to reduce risk. Included within the concept is the provision of proper medical care and screening for any employee who is involved in an incident involving blood or other potentially infectious material.

In the event you are assisting with an injury where blood of any amount is present, **Harris Center Staff must wear protective rubber gloves before assisting with the injury**. In the event blood needs to be cleaned up blood from an area where blood is present, consult with the FM Custodial staff or Campus Security. This must be done because there are specific standards and procedures required for the cleaning up of blood in public areas.

Please remember a supply of rubber gloves is on hand in your work area (kept in the first aid closet in the office) and available for you to wear in any emergency situation. Your health, safety and security come first and are very important!

**First Aid Kits**

First aid kits are supplied for the use of Harris Center employees. Do not distribute any of the medicines, etc. to patrons of the Harris Center. The only items to be distributed to patrons are the following: Band Aids, sterile clothes and alcohol swabs for use on minor cuts. In all cases, the patron is to administer these items to him/herself; in other words, staff are not to administer first aid unless you are properly trained or certified. **Individuals should be referred to the Health Center for attention to all injuries.**
About Your Job
and
Training Requirements

Nondiscrimination & Affirmative Action Policies

Grinnell College is committed to a policy of nondiscrimination in matters of admissions, employment and housing, and in access to and participation in its education programs, services, and activities. No person shall be discriminated against on the basis of race, national or ethnic origin, age, gender, sexual orientation, marital status, religion, creed, or disability.

The application of the college’s nondiscrimination policy will often involve conflicting interests. This may especially be the case when it is applied to questions of freedom of speech and freedom of association. Because of these inherent difficulties, the application of the nondiscrimination policy may not be simple or straightforward. Since the primary business of the college is liberal education and because liberal education cannot take place without the free, open, and civil exchange of ideas, the application of the nondiscrimination policy should always be made with consideration of how best to preserve the free, open, and civil exchange of ideas.

The college is an equal opportunity, affirmative action employer, and complies with all applicable laws and regulations regarding nondiscrimination, including Title IX of the Educational Amendments of 1972.

For more information about this policy or to lodge complaints or grievances under it, contact the Office of Human Resources for the affirmative action officer.

Training

As an employee of the Grinnell College Harris Center, you will be required to attend training workshops, and on the job training at no cost to you. Participation in each of these phases of training is a condition of your employment. Employees should not work in any area before receiving the determined formal training. The Student Affairs Office may also offer other training and development opportunities for all staff at no cost to you. We will keep you posted on all upcoming training programs.

Probationary Period

Your initial phase of employment is a probationary/training period. This period is designed to give you a reasonable period of time for on the job training and to learn the standard of job performance and the basics of your job. Your probationary period will be complete after your first successful semester of service; completion of all necessary/assigned training; understanding of content contained in this handbook; and a satisfactory written and verbal job performance evaluation has been completed by your supervisor.
Discipline

Disciplinary action for student employees of the Harris Center will, in most cases, be dealt with in a progressive manner. Generally, first a verbal and/or a written reprimand will be given, which may be followed by suspension for continued offenses, which may eventually be followed by dismissal.

Following is a list of some representative disciplinary offenses:

a. *Violation of or unsatisfactory compliance of any requirement stated in the Probationary Period section of this handbook.
b. Disobedience, insubordination, neglect of or refusal to carry out assignments and instructions.
c. *Stealing, including removal of any College property or food products from a Dining Service designated area without appropriate authorization.
d. *Reporting for work while under the influence of alcoholic beverages or illegal drugs, using or possessing alcohol or illegal drugs while at work.
e. Violating health, safety and sanitation requirements.
f. *Absence from work without prior approval from your supervisor, or in the case of illness, the failure to arrange a substitute before the start of your shift.
g. *Threatening, attempting or doing bodily harm to another person.
h. Failure to adhere to the dress code set for your area.
i. Entering restricted areas without authorization.
j. *Tampering with or damaging College or others’ private property.
k. *Possession of weapons.
l. Failure to observe department schedules (starting time, quitting time, breaks and meals).
m. Loafing or other use of time during assigned work hours, using the game room, watching television, etc. while clocked in to be working.

Items denoted with an asterisk (*) may result in immediate termination.

Termination Procedure

Students may resign on their own by providing their immediate supervisor with a written notice of resignation. The immediate supervisor will then start the appropriate paperwork. A minimum two-week notice for resignation is strongly encouraged.
An employee who resigns or is terminated shall receive all unpaid wages or salary due for services rendered at the next designated/scheduled payday for the respective pay period of the hours last worked.

A student employee may be *terminated because of unsatisfactory performance, misconduct, neglect of duty, job abandonment, incompetence, etc. The student employee's termination may be accompanied by a two-week notice in advance of his/her last day. Immediate dismissal may take place due to gross violation of College rules or during your probationary period. Examples are: immoral conduct, under the influence of drugs or alcohol at work, theft of money or equipment, time card violations (fraudulent use), fighting with other employees, guests, etc. Other examples are noted with an asterisk in the Discipline section.

*Progressive disciplinary actions are always encouraged when possible before dismissal is undertaken.

**Harris Staff**

**General Job Description/Responsibilities**

The Harris staff will staff the Harris Center and oversee its daily operations and carry out daily tasks. The staff will oversee the building and are responsible for its occupants when the director or student affairs administrative staff is not available. Staff reports directly to the Director of Campus Center Operations & Student Activities.

It is expected that a Harris Staff member put him/herself in your individual/group user's place. Keep in mind how you would like to be treated and served by employees of the Harris Center. Satisfied individuals/groups served efficiently and courteously, will return to the Harris Center with confidence in you.

As a member of the staff at the Harris Center at Grinnell College, you have a variety of duties and responsibilities.

1. You will be a representative not only of the Harris Center, but of the entire Grinnell College community, and as such it is your responsibility to be courteous, fair, and show characteristics of integrity and intelligence to everyone. Your dress and demeanor should reflect this concept.
2. A large part of your job concerns answering specific questions about the College and the Harris Center itself. You will be expected to thoroughly familiarize yourself with the information provided in the Staff Handbook as well as with your specific job description, location of College buildings/departments and events occurring on our campus.
3. You will be a direct representative of the Office of Student Affairs administrative staff and of the Harris Center. As such you should become thoroughly familiar with the policies of the Harris Center concerning building use.
4. You will be responsible for the security of the Harris Center. You will be required to understand and perform opening and closing procedures, and emergency procedures regarding fire, evacuation, etc.
5. You will aid others in the overall use of the building and will also be required to provide technical services to groups when necessary.
6. You will be responsible for event head counts; opening and closing your work area which could also include the building; daily servicing of lounge, Cinema, Concert Hall, etc.; setting up and taking down chairs, tables, podiums, media equipment, etc; checking restrooms; and keeping trash picked up.
7. The Harris Center is open seven days a week. You will be expected to work morning, late night and weekend shifts. Flexibility in your schedule is necessary and expected. You may periodically be asked to cover special events and extended hours.

All Harris Center student employees are expected to fulfill scheduled work obligations through 6:00 p.m. on the Friday ending the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.

**Harris Staff**

**Specific Job Duties/Responsibilities**

As a member of the Harris Center Staff Team, you are responsible for the following:

1. To provide correct and accurate information about the Grinnell College campus and the city of Grinnell.
2. To answer phones in a professional manner.
3. Complete set-ups, service and complete periodic checks to the atrium, cinema, concert hall and concert hall while in use.
4. To open and close the building when scheduled to do so.
5. To make designated event head counts and while doing so, make sure the building is presentable and safe.
6. To maintain an acceptable level of cleanliness and order throughout the building. This includes picking up trash (inside & outside), keeping hallways and entrance ways safe and clean, straightening up furniture, reporting excessive messes within the restrooms, etc.
7. To provide quality customer service to all Harris Center visitors.
8. Regular restroom checks. Report any maintenance or plumbing problems to Michael Sims directly or via the Daily Worksheet. During evenings, weekends, and holidays, emergency plumbing problems need to be called-in directly to Campus Safety & Security to have the facilities management on-call person sent out.
9. Routine walks around the building to make sure NO signs are posted around or on the building.
10. Routine checks of the table games equipment which may include keeping the foosball rods lubricated as necessary.
11. Maintaining and servicing the bulletin boards designated for student use. This includes removing all out dated materials and non-approved, non-campus related materials. It also includes rearranging current signage so the boards are neat, clean and easier for all to read.
12. Lost and found items.
13. Set-up and technical support for microphones and various other media equipment.
14. Periodically walk the building, inside & out, to assure that there are no safety concerns present.
15. Report all maintenance concerns directly to Michael Sims or via the Daily Worksheet.
16. Other duties as assigned.

**Daily Expectations, Tasks & Responsibilities**

1. It is important to arrive 5-10 minutes prior to your scheduled shift. This will allow you to put all of your belongings (i.e., coats, book bags, etc.) in their proper place and a chance to have a verbal conversation with the co-worker that you are replacing. This conversation should allow for any updates, explanations, etc. regarding pertinent information related to the Harris Center and its activities. This will better prepare you for your shift.

2. Put all of your personal belongings in the office area. This is to both, protect your personal belongings and also keeps the desk area free from looking cluttered and gives it a more professional look. You may read a book or do homework when all Harris tasks have been completed; however, your homework is not to take priority over your Harris responsibilities nor should it consume the desk area.

3. Wear your designated work shirt and nametag. Your friends will know who you are, but guests will not. Remember, you are a representative of the college and you may be the first individual in which a Grinnell College visitor has an interaction.

4. Read the Daily Worksheet to its entirety to assure that you are aware of the events that took/take place before, during and after your shift responsibilities. Do not assume that things are completed, because they were on the Daily Worksheet. You need to personally check ahead of time to assure that things are prepared for the things you are responsible for.

5. The Harris staff position should be a fun position; however, it is a real job and it is expected that each Harris staff member demonstrates a high quality of professionalism as it relates to overall appearance of self and the work area, service and communication/language. Remember that your job is very public in nature; therefore, profanity, insults, etc. are not permitted by employees while working a shift or conversing with a co-worker who is working.

6. You are allowed to listen to the radio, tapes or cds while working at the desk as long as the volume is kept low enough for only you to hear and it does not become disruptive while serving patrons. The wearing of head phones while working is prohibited. Music with inappropriate language or lyrics (i.e., profanity, explicit sexual content/suggestion) is not acceptable at the desk.

7. Keep work area neat and clean. Put all equipment back in its designated place after every use. The Harris Center Office and storage cabinets are not to become personal storage areas or catch alls for equipment not stored in its proper place. All equipment in the various storage rooms need to be organized for easy identification and access for use at all times.

8. When you are the only individual scheduled to work a shift and you must leave the desk unattended (for reasons associated with Harris responsibilities only), you must:
   a. Take a set of keys and “lock” the closets prior to leaving the desk
   b. Take the cordless telephone with you,
   c. Use the Harris Locator Signs to inform others of your whereabouts
Under no circumstance is it an option to leave your shift unattended or to leave the building unattended.

9. Also refer to these other sections in this handbook for more specific expectations: Discipline, Harris Staff General Job Description/Responsibilities, Harris Staff Specific Job Duties/Responsibilities, Time Cards, Use of Recreational Facilities While Working Your Shift, Use of Grinnell College Business/Work Telephones for Personal Use, Breaks & Telephone Etiquette

**Scheduling**

You will be issued a work schedule from your supervisor. Harris staff members will work shifts on a rotating basis. As stated in the Harris Staff General Job Description/Responsibilities section of this handbook, you will be expected to work morning, late night and weekend shifts. Flexibility in your schedule is necessary and expected. You may periodically be asked to cover special events and extended hours. However, class schedules, performance, and job experience may also be considered. You are responsible for and must cover your scheduled shift or find a replacement for yourself. Under no circumstance is it an option to leave your shift unattended.

The Harris Center pays only for hours worked as directed by your supervisor. Most part-time student employees work up to 20 hours per week. International Students must abide by the conditions of their visa in accepting employment and scheduling work hours. International Students may not work more than 20 hours per week (this includes all jobs worked) while classes are in session. Students may not work overtime.

All Harris Center student employees are expected to fulfill scheduled work obligations through 6:00 p.m. on the Friday ending the Final Exam Week for the fall semester and through 1:00 p.m. on the designated “Commencement” date published for the respective spring semester.

**Signing up for Payroll**

Before beginning work, you must complete the following process.

Before the college can pay you, you must complete and sign the following tax information, an I-9 and a W-4 form, at the Treasurer’s Office. These forms require that you provide two forms of identification. A valid driver’s license and social security card are commonly used to meet this requirement. If you are missing or do not have one of these forms of identification, consult the Treasurer’s Office for alternate forms of identification that can be substituted. Once this has been completed, you will qualify to begin working on the Harris Staff.
**Time Cards**

Record your hours worked at the end of each shift worked, not at the end of each pay period. Each student employee is required to keep track of his/her own time worked. Under no circumstances should time be recorded that is not actually worked. If someone substitutes for one of your scheduled shifts, that employee should log the time and you should not log this time. Recording un-worked time is grounds for immediate dismissal. The College is currently using the E-Time system to track and record your time worked for payment.

**HOURS NOT ENTERED BY THE END OF THE CURRENT PAY PERIOD WILL BE INCLUDED WITH THE NEXT PAY PERIOD. WE WILL NOT BE ADDING HOURS TO CURRENT PAY PERIODS AFTER THE PAY PERIOD END DATE. REPEATED ISSUES OF NOT ENTERING TIME WORKED IN A TIMELY MANNER IS GROUNDS FOR DISMISSAL.**

**Paychecks**

Student employees are now paid every two weeks. Student employees are responsible for recording their own hours in their E-Time account after each shift worked. It is your responsibility to have your E-Time account up to date by the designated date of each pay period. If your hours are not entered by the designated time for each pay period, you will not get paid for the hours not entered for that respective pay period. The hours will be on your next pay check, assuming you get them entered. There will be no emergency checks processed for missed hours. As mentioned in the “Time Cards” section of this handbook, HOURS NOT ENTERED BY THE END OF THE CURRENT PAY PERIOD WILL BE INCLUDED WITH THE NEXT PAY PERIOD. WE WILL NOT BE ADDING HOURS TO CURRENT PAY PERIODS AFTER THE PAY PERIOD END DATE. REPEATED ISSUES OF NOT ENTERING TIME WORKED IN A TIMELY MANNER IS GROUNDS FOR DISMISSAL.

**Regular Attendance**

**Punctuality and Substitutes**

The Student Affairs Office depends upon all student employees being present for work as scheduled. Student employees of the Harris Center are expected to arrive for their scheduled shift no later than five (5) minutes before their shift is to begin. Absenteeism or excessive tardiness, whether excused or un-excused, will not be tolerated. If you are going to be late for work, notify your place of work as soon as possible. If you have to leave work for any reason prior to the end of your scheduled shift, you must have the permission of your supervisor. Employees wishing to be excused at times they are scheduled to work are responsible for finding their own substitutes from among qualified employees on staff. **Under no circumstance is it an option to leave your shift unattended.** All changes in work schedule should be forwarded to Michael Sims and Jodi Hansen.
**Appearance/Dress Code**

You are required to wear your designated work shirt and your nametag on all of your shifts and I stress “your” nametag. You can wear shorts to work, but no sweats or sweat-shorts. Cut-offs are okay as long as they look decent. For both men and women, please use your best discretion in not wearing anything that may be viewed as too revealing or offensive. Remember that our business is “Customer Service” and your neat/clean appearance, healthy smile and positive friendly attitude are extremely important aspects of your job. Because you will be setting up and taking down tables and chairs during your shift, it is strongly recommended that Harris Staff members do not wear open toed shoes/sandals while working your shift.

**Meetings/Training Sessions**

Regular/periodic staff meetings will be scheduled throughout your employment. Meeting times will be scheduled at a time that is most convenient to allow for the greatest number of staff members to attend. A staff member who has the approval from the supervisor to miss a meeting is responsible for attaining all information discussed in the meeting/training session. In some cases, meeting/training sessions may be scheduled on a weekend. All staff members will be required to attend all meetings/training sessions.

**Shift Exchanges**

If you need to switch your shift with another staff member, you must first get his/her agreement. It then becomes the responsibility of the staff member who has agreed to cover the shift to assure that the shift is covered. All changes in work schedule should be forwarded to Michael Sims and Jodi Hansen. Make sure that only the staff member who actually worked the shift has logged the hours worked in their E-Time account.

**Use of Recreational Facilities While Working Your Shift**

There is absolutely no playing of pool, ping pong, board games, cards, etc. during your shift.

**Use of Grinnell College Business/Work Telephones for Personal Use**

It is preferred that personal telephone calls be kept to an absolute minimum; however, if it becomes necessary to call from the desk, realize that there is only one line designated for business purposes at the Harris Desk; therefore, the making and receiving of personal calls should be kept to an “absolute” minimum. These calls should be kept to no longer than 2 minutes in length unless the desk is extremely busy. Then you are expected to inform your caller that you will need to call him/her back when you get a break. *Your business at the desk and around the Harris comes first.* Excessive use/misuse of these guidelines will first be handled with a warning and documentation; after this, employee may face termination.

Student employees are not to make personal long distance telephone calls on any faculty, staff or administrative telephone. Such calls will have to be paid and the student employee may face termination.
Visitors While Working Your Shift

As is with the use of the telephones, visitors while you are on the clock should be kept at an “absolute” minimum. This is especially true when employees are working behind the desk. It is very frustrating and “bad” service to an individual/group that comes to the desk for assistance and either has to wait and/or receives poor service because the employee feels obligated to finish a story with a friend. Your obligation is to the customer and to your job responsibilities while you are working your shift.

Employees’ personal visitors are to be kept at a minimum. Staff members are not allowed to have study sessions while you are working your shift.

Telephone Etiquette

Answering the Telephone: "Harris Center", this is (your first name), how may I assist you?" Please be polite and attempt to answer any question asked of you. Remember, you are an extension of the student affairs staff and our purpose is service; therefore, if you do not have the available resources to accurately respond to the question(s) take the time to learn the proper response. Learning the accurate response may mean requesting that the individual hold on for one minute while you obtain the proper response before you eagerly transfer someone off to another person or sending him/her away. Remember, this is an expectation not an added service.

As this is our only business phone, please limit personal phone calls to an absolute minimum (no more than two minutes).

Commonly Used Interdepartmental Telephone Numbers

Student Affairs Office 269-3700
Joe Rosenfield ’25 Center/Harris Office 269-3714
Student Activities 269-3714
Vice-President for Student Affairs (Houston Dougharty) 269-3700
Dean of Students (Travis Greene) 269-3700
Assistant Dean & Director of Housing (Andrea Conner) 269-3713
Dean of Student Academic Support & Advising (Joyce Stern) 269-3702
Assistant Dean & Director of International Student Services (Karen Edwards) 269-3703
Director of Campus Center Operations & Activities (Michael Sims) 269-3714
Director of Multicultural Affairs (Dotty Slick) 269-3700
Joe Rosenfield ’25 Center Desk & Connie Coleman 269-3715
Office of Admission 269-3600
Career Development 269-4940
Health Services 269-3230
Dining Services (main office) 269-3661
Physical Education Complex (PEC) - Secretary 269-3800
Equipment Room 269-3834
Lost and Found

Keep all items that have been lost in the lost and found cabinet. When receiving a lost item, you need to log it with the required information noted on the Lost and Found Log Sheet. When the owner of the lost item(s) comes to claim his/her item(s), the owner must sign and date the log book in the appropriate place(s) upon receipt of the claimed item(s). Most lost and found items will be taken to the Joe Rosenfield Center after the weekend.

Use of Harris Center Facilities

Harris Center Rules & Regulations

1. Persons or groups wishing to sponsor an event in the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center must schedule the event by reserving the appropriate space through the Conference Operations and Events office. The Conference Operations & Events office is located in Room 206 of the Joe Rosenfield ’25 Center, and is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Reservation request can also be made online on the Conference Operations & Events office website. The Director of Campus Center Operations & Student Activities supervises the Harris Center staff.

2. All student organized all-campus weekend events (from 5:00 p.m. Friday – 8:00 a.m. Monday), must have the prior approval of the All-Campus Events (ACE) Committee.

3. No smoking is permitted in any Grinnell College building; this includes the Joe Rosenfield ’25 Center, Forum South Lounge, and Harris Center.

4. No alcoholic beverages are permitted in the Joe Rosenfield ’25 Center (except for Lyle’s Pub) or Forum South Lounge. Beer, dispensed from the Harris Center Concert Hall taps, is the only alcohol permitted in the Harris Center, and this beer is only permitted in the Concert Hall. There is a two keg per party limit. Approval to dispense beer at the Harris Center must be obtained from the Student Affairs office prior to the event. The College’s policy on alcohol, as stated in this handbook, is enforced. Beer for Harris Center events may not be advertised.

5. When R-rated movies are shown in either of these facilities; minors must be accompanied by a parent or responsible adult.

6. Animals are not permitted in either of these facilities, except for those certified animals used in aiding individuals with physical disabilities (i.e. Seeing Eye dogs).

7. Bicycles and vehicles with gas-powered engines are not permitted in either of these facilities.
8. The riding of skateboards, rollerblades/skates, and scooters is not permitted in either of these facilities.
9. Posters, announcements, and signs to be posted must first be approved by the Student Affairs office or desk staff of that respective facility. Posting is only permitted on designated bulletin boards. In some cases, approval for posting on easels will be permitted. Posting is not permitted on any other surface (i.e. windows, doors, or walls) and may be removed and disposed of without prior notification.
10. Plans to decorate any portion of any of these facilities for an event must be reviewed by and receive prior approval from the Student Affairs office.
11. Furniture may not be moved from one area to another in either of these facilities without prior approval from a staff member from that facility.
12. Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center owned equipment is not available for use outside of Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center designated events. All equipment remains in its respective facility and is not loaned out for other events.
13. Solicitation is prohibited in and around either of these facilities.
14. Anyone who is not a personal guest of a Grinnell College student, faculty, or staff member may be asked to leave the buildings. College identification cards or guest passes may be required to access certain services within the respective facilities.
15. No one is permitted in the buildings during the hours that the facilities listed as being closed. At closing, everyone is expected to leave promptly.
16. All users and guests of the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center are expected to follow the directions of the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center staff members. During ACE sponsored events, students and guests are also expected to follow SGA-ACE Security directions.
17. Due to the sensitive smoke alarm system, incense or any other smoke and fog-producing devices are not permitted in the Harris Center.
18. Climbing the arch (Harris Center) or climbing up to the roof of any of these buildings is prohibited.
19. Campus bands may schedule practice time in the Harris Center Concert Hall. Practice time is limited. Contact the Joe Rosenfield ’25 Center/Harris office to reserve practice time and/or storage space.
20. Persons arranging events held in the Joe Rosenfield ’25 Center, Forum South Lounge, or Harris Center requiring contracts must have such contracts reviewed and approved by the Student Affairs office prior to their being signed. Students may not sign a contract on behalf of College or any event involving the college.
When a space is reserved, the group is assigned a certain length of time to use it. A group should not go beyond its scheduled time, but you are allowed some discretion in the enforcement of this policy. Your decision should be based on whether another group is waiting for the room, if it needs to be cleaned and reset for another event or if the building is closing for the day. It is the responsibility of the students on duty to see that the rooms are open and ready for use when scheduled during your shift.

### Regular Hours of Operation

#### Fall/Spring Hours

<table>
<thead>
<tr>
<th>Day (s) of Week</th>
<th>Harris Center</th>
<th>Harris Desk Staffed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>1:00 p.m. – Last scheduled event</td>
<td>None</td>
</tr>
<tr>
<td>Friday</td>
<td>1:00 noon – 1:00 a.m.</td>
<td>3:00 p.m. – 2:00 a.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>1:00 p.m. – 1:00 a.m.</td>
<td>1:00 p.m. – 2:00 a.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>1:00 p.m. – Last scheduled event</td>
<td>1:00 p.m. - 5:00 p.m.</td>
</tr>
</tbody>
</table>

### Harris Center Facilities and Services Provided

The **Concert Hall**: The 550-seat hall (770 without bleachers or chairs), has a 32’w X 19.5’d stage with loading ramp, single restroom and two dressing rooms. The hall has a wooden dance floor, a concessions/beverage serving booth and new sound and lighting systems. The hall is available for dances, concerts, all-campus parties, and various other events. Only a trained Harris staff member may operate the sound and lighting systems.

The **Cinema** is a 400-seat theatre and the site for the SGA Films program each weekend. A 35mm projector, Dolby digital surround sound, cable television, VCR, DVD player, computer/laptop connections, and a six-microphone input public address system are available. Only a trained Harris staff member may operate the sound and lighting equipment. A trained projectionist must be hired to run the 35mm movie projector. Other campus events may also be scheduled in the cinema.

The **Cinema Concessions Area**, located in the Harris Center Lounge, offers free popcorn and fountain soft drinks during designated SGA scheduled movies. This area is operated by the Harris Staff.
The **Harris Center Lounge** is an attractive informal glass-walled lounge that is available before, during, and after events. The lounge may also be reserved for meetings. Available for use in the lounge is an 8’ pool table, a foosball table, and a television w/VCR.

The **Courtyard** is an exterior space that may be used for outdoor events and gatherings.

The **Harris Center Staff Office** is used for staff business, to store equipment and store SGA ACE Security equipment.

**Grinnell Outdoor Recreation Program (GORP)** has a variety of equipment for outdoor activities that may be borrowed or rented during the posted hours. A resource area is located adjacent to entering the equipment room. The GORP office is a program operated by the Department of Physical Education.

**House Phone:** There is a house phone located on the wall between the Men’s and Women’s Restrooms. Campus, local Grinnell calls and long distance credit card calls can be made from this phone. This phone does not accept incoming calls.

**In Closing**

Hopefully this handbook has adequately answered many of your questions about your employment with the Grinnell College Harris Center. We want our Harris Center to provide a positive experience for every visitor and count on you to convey and carry out that attitude as our front-line customer service representative. While each of you has specific duties, everyone is expected to do whatever it takes to service our visitors in a safe, secure manner.

Thank you for choosing the Harris Center and the Student Affairs Office as your on campus employer. Work hard - study hard - and have fun!
Student Activity Fund
Overview and Request Guidelines

Overview

The Student Activity Fund is administered through the Office of Student Affairs. This fund has been established to support student initiated events and activities. The fund is intended to provide students with another avenue to acquire funds to produce an event/activity, travel to organized competitions, present a paper at a professional conference, etc. This fund is not intended to become a fund that provides a regular operating budget for organizations within a specific year nor in the long term. It is to be noted that there are two operational budgets already under the general umbrella of this budget. These two budgets were pulled from other places and simply housed under the Student Activity Fund budget for administration purposes only.

General Guidelines

- Travel for academic purposes to attend and/or present an academic paper at a professional conference will be limited to a maximum of $500 per single conference. There will be a maximum of 20% of the total Student Activity Fund that will be allotted for such expenditures in any given budget year. Students must directly apply for funding. Students using funds for this reason will be required, upon return from the trip, to provide some form of program with the campus community about what was gained/learned from the experience.

- Funds used to attend group organized competitions will be limited to a maximum of $500 per single competition. There will be a maximum of 20% of the total Student Activity Fund that will be allotted for such expenditures in any given budget year. Students must directly apply for funding.

- All other requests will be based on their own merit and based on the information submitted on the application and availability of funds. The application requires some general information, a slightly more detailed explanation for the request and a detailed budget. All requests for more than $500 will be reviewed by a committee. The committee will be made up of staff and at least one student.

- Requests will not be accepted before the official start (first day of classes) of the fall semester.

- Funds will not be allocated for expenses incurred and/or paid out prior to approval for funds; in other words, funds will not be used retroactively.

- Funds are allocated for and must be used within the current fiscal year only.

- Funds will not be used to refund/purchase any alcohol or tobacco products.

- Funds will not be used to fund political affiliated events/activities, parties, publications, or faculty/staff programming and/or travel.

~OVER~
General Process for Requesting Funds

1. Applications can be picked up from the Office of Student Affairs.
2. Submit completed application to Michael Sims, Director of Campus Center Operations & Student Activities, (office of student affairs).
3. Submit for review by 12 noon Thursday to receive a final decision by noon the following Wednesday.
4. You will be contacted no later than 8:00 a.m. the following Tuesday if any additional information is needed to review your application. A one-on-one meeting may be required.
5. All requests for more than $500 will be reviewed by a committee. The committee will be made up of staff and at least one student.
6. The goal is to have a final decision on your request no later than 12 noon the following Wednesday (assuming you met the prior Thursday deadline and information needed to render a decision has been received).

Revised 09/2009
Office of Student Affairs  
Student Activities Fund  
Request for Funds Application

**Process**

1. Submit completed application to Michael Sims, Director of Campus Center Operations & Student Activities (office of student affairs).
2. Submit for review by 12 noon Thursday to receive a final decision by noon the following Wednesday.
3. You will be contacted no later than 8:00 a.m. the following Tuesday if any additional information is needed to review your application. A one-on-one meeting may be required.
4. All requests for more than $500 will be reviewed by a committee. The committee will be made up of staff and at least one student.
5. The goal is to have a final decision on your request no later than 12 noon the following Wednesday (assuming you met the prior Thursday deadline and information needed to render a decision has been received).

**Application**

Requesting Student Organization(s) or Individual(s):

Contact Person(s) for request:

Name: Name:  
Phone: Phone:  
Email: Email:

Name of Event/Activity funds will be used to support:

Date and Time of Event/Activity:

Location of Event/Activity:

Are travel arrangements necessary? Yes No  
If there is travel involved, for how many people? _____

Estimate number of people to benefit from event/activity? _____

In brief detail, describe purpose of event/activity and expected benefit/learning outcome from event/activity:

Attach a Detailed Budget for your proposed Event/Activity (See Sample Budget on reverse side)
**Sample Budget**

**Itemize Budget:**

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Item</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Honorarium</td>
<td>$1500</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Plane Tickets @ 350 (LAX to DSM)</td>
<td>$ 700</td>
<td></td>
</tr>
<tr>
<td>2 (1 night ea)</td>
<td>Lodging @ Grinnell House @ $40ea/night</td>
<td>$ 80</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Breakfast 1x @ $7</td>
<td>$ 14</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Lunch 2x @10</td>
<td>$ 20</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Dinner 1x @14</td>
<td>$ 28</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>1 car w/Driver to/from DSM Airport (2x)</td>
<td>$ 170</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Advertising</td>
<td>$ 35</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Refreshments</td>
<td>$ 45</td>
<td></td>
</tr>
</tbody>
</table>

$2592.00

**Funding Sources:**

Student Activities Fund  $ 750  
Contact for Funding: Michael Sims

Student Government Association (SGA)  $1692  
Contact for Funding: SGA Treasurer

Concerned Black Students (CBS)  $ 150  
Contact for Funding:

$2592.00

**Detail of what funds are paying for what specific expenses:**

Student Activity Fund: Airline tickets and part of lodging

Student Government Association: Honorarium, remaining lodging, ground transportation to/from airport

Concerned Black Students: All meals, advertising, refreshments

Revised 09/2009
HARRIS CENTER PARTY CHECKLIST

Party Title:
Date of Party:

Sponsoring Organization:
Contact Individual/Party Organizer:

ALL PARTIES

☐ Give party organizer Clean-Up Checklist.

☐ Decorations to be used:

☐ Risers:

☐ Tables & Chairs:

☐ Notification of minimum $50.00 charged to party organizer in the event that responsibilities and clean up are not completed satisfactorily. (If party is to have alcohol, next section needs to be completed).

PARTIES WITH ALCOHOL

☐ Read through and go over the Sponsor Statement of Responsibility with party organizer.

☐ Express the importance of the Grinnell College Alcohol Policy Statement and the Iowa Alcohol Laws.

☐ Alternative non-alcoholic beverages must be provided for the duration of the party (provided by the Harris Center).

☐ Food must also be provided during the party (Pizza, potato Chips, pretzels, etc. must be provided; however, other options are possible. Candy by itself is not acceptable). The providing of food is the responsibility of the party organizer.

☐ How many kegs expected for this party?

Go over the following:

☐ No one may consume alcohol during the party set-up.

☐ Alcohol servers for the party must be 21 years of age or older and may not consume alcohol while serving or can they be under the influence while working/serving.

☐ Party organizer must pick up wristbands from the Student Affairs Office prior to the event.

☐ Party organizer must meet with the ACE Security supervisor at least 15 minutes before the start of the party.

☐ Party organizer must return remaining wristbands to the Student Affairs Office on the Monday immediately following the party.

☐ All kegs must be picked up and removed from the Harris Center by 10:00 p.m. the day following the party.

I verify that the above information and terms have been discussed with me and that I understand my responsibilities associated with each.

Signature of Party Organizer:

Signature of Student Activities Official:
Date:
Film Projectionist Job Description

General Description

As a film projectionist, you are a critical and important part of the Grinnell College Student Government Associations’ and the college’s film programming. The excellence of this program is due to outstanding projectionists who are responsible for over $100,000 of equipment and hundreds of people’s viewing pleasure.

The SGA Films Program is easily the major film series at Grinnell College. The appointed SGA Films Chair, who works with a committee to select films to bring to campus, runs this program. The program typically shows 35mm and DVD movies each weekend. Additionally, SGA may sponsor other films for various programs such as Pride Week, Black History Month, etc.

Scheduling and Substitutions

The Director of Campus Center Operations & Student Activities (Michael Sims) and the SGA Films Chair work together to select projectionist for each semester. Jodi Hansen, the Student Affairs Technical Assistant & Office Manager, then schedules the projectionists by random assignment for each film showing. Each projectionist is responsible for finding their own substitutions should a conflict arise with a scheduled shift. It is expected that you report all substitutions to the Director of Campus Center Operations & Student Activities and Jodi Hansen. If a substitution is not reported, and you and your sub fail to show up for a showing, the formal warning will go to the person originally scheduled to show the film.

Film Responsibilities

♦ Projectionists will report to the Harris Center 25-30 minutes prior to the film’s show time, and be responsible for having the film ready to properly run within 10 minutes of the schedule show time.

♦ Projectionists are responsible for the care of the film. Report any irregularities or problems on the 35mm Load & Preview Report Form or the Projectionist Time Sheet & Report Form located in the projection booth. This procedure benefits the next projectionist and assists the Director of Campus Center Operations & Student Activities in tracking problems/concerns with the film program.

♦ Projectionists are responsible for insuring the technical viewing pleasure of the audience is a good one. If technical problems occur, confer with the Harris Desk Staff and make sure the audience is aware of the problem and the time it may take to correct the problem. When possible, projectionists are to confer with the SGA Films Chair or another projectionist to resolve projection problems; if this process does not resolve the problem(s), you should contact Director of Campus Center Operations & Student Activities (Michael Sims).

♦ The projectionist has the authority to stop a film should audience behavior warrant such an action. Projectionists will use his/her discretion, along with the Harris Desk Staff, in determining if stoppage is necessary. Whenever personal injury is a possibility, the film should be stopped immediately.

♦ Projectionists are responsible for being present during the entire film. A short break can be taken, but the projectionist should not leave the booth unattended for more than 5 minutes. If the projectionist leaves the booth, they should let the Harris Desk Staff know where they can be located in case of emergency. The projectionist is not to leave the building while the projector is in operation.
All projectionists must attend a minimum on one training session a semester. If additional training is necessary, due to new equipment or other reasons, projectionists will be informed and the training will be scheduled to be as convenient as possible.

Pay and Miscellaneous Benefits

Projectors will be paid hourly for each film showing. Film assignments will be made to ensure even distribution of film lengths and shifts through the semester. Paychecks will be issued every two weeks. Even though you fill out this form, **projectionists must also enter their time in their E-Time account to actually get paid**. Your pay comes from a SGA account. In order to be paid, you must have W-2 and I-9 forms completed at the Treasurer's Office.

You may obtain soda/pop and popcorn at no charge for your personal consumption from the Harris Lounge concession stand.

You may have no more than one other person in the booth with you unless it is another projectionist, films chair or Harris staff member. Guests are not to operate any of the equipment nor be a distraction of any kind.

Technical Troubles

Projectionist will attempt to resolve all technical issues that occur during the film in a timely manner. Confer with the Harris Desk Staff and make sure the audience is aware of the problem and the time it may take to correct the problem. In most cases, we can probably correct the problem. Report all malfunctions or technical problems that you encounter and correct on the 35mm Load & Preview Report Form or the Projectionist Time Sheet & Report Form located in the projection booth.

If unable to resolve the problem, confer with the SGA Films Chair or another projectionist to resolve projection problems, if this process does not resolve the problem(s), you should contact Director of Campus Center Operations & Student Activities (Michael Sims). Michael Sims’ cell phone number is posted in the projection booth. If the problem cannot be resolved, please revert to the backup (video or DVD) copy of the film if available or announce the canceling of the show. Work with the Harris Staff to find alternative entertainment (showing of another movie, television, whatever you deem best and the audience wishes.)

Reasons for Dismissal

(Please don't let us have to refer to this area!)

- Films that repeatedly start late due to tardiness of the projectionist.
- Loss or damage of film or projector due to negligence on the part of the projectionist.
- *Absence from work without prior approval from your supervisor, or in the case of illness, the failure to arrange a substitute before the start of your shift.
- Leaving the projection booth unattended while a film is showing for more than 5 minutes.
- Disobedience, insubordination, neglect of or refusal to carry out assignments and instructions.
- *Stealing, including removal of any College property or food products from a Dining Service designated area without appropriate authorization.
- *Reporting for work while under the influence of alcoholic beverages or illegal drugs, using or possessing alcohol or illegal drugs while at work.
- Violating health, safety and sanitation requirements.
- *Threatening, attempting or doing bodily harm to another person.
- *Tampering with or damaging College or others’ private property.
- *Possession of weapons.
- Falsifying time cards.
- *Failure to observe department security guidelines and procedures.
- Lack of good judgment in dealing with fellow employees, students, customers, other agencies, or the general public.
- Student employees may be sent home during a work shift for refusal to work and interfering with any other employee in the performance of his/her duties.
- Loafing or other use of time during assigned work hours, using the game room, watching television, etc. while clocked in to be working.

Items denoted with an asterisk (*) may result in immediate termination.

If any of these things occur, you will receive a written warning from the SGA Films Chair and/or the Director of Campus Center Operations & Student Activities via e-mail. If, in the same semester, another instance occurs, you will be suspended for the remainder of the semester and may be invited back the following semester on probation. Should you receive a written warning while on probation, you will be dismissed. Should you go through the semester without incident, you will qualify for review to be removed from probation, and start with a ‘clean slate.’
35MM LOAD & PREVIEW REPORT FORM

Date: _______________________________________
Day of Week   Month/Day/Year

Title of Film:

# of Reels:     Film Ratio:     Flat     Scope

________________________________________________________________________

LOADING OF FILM
________________________________________________________________________

Name(s) of Loader(s):

Time Started: __________   Time Completed: __________

________________________________________________________________________

Condition of reels upon unpacking:

- Tangled/Off the Spool(s)
- Crinkled/Crumpled/etc.
- Other

Explain with some detail:

Reel Information:

- Were the reels labeled correctly?   Y   N
- Were there any missing headers/footers?   Y   N
- Did the headers/footers match the film on each reel?   Y   N
- Other?   Y   N

Explain with some detail:

~OVER~
**Condition of reels during loading:**

- Condition of film?
- Were there multiple splices? Y N
- Repairs you made # Made: __________
- Reasons for repair(s)

- Other, please explain

---

**PREVIEWING OF FILM**

Time Started: __________  Time Completed: __________

**Best Volume Setting for this Film:** __________

Any film stoppages? Y N If, ‘yes,’ please explain circumstances

Any film breakages?
- No
- Due to pre-existing splices
- Due to splices made by self
- Due to crumpled/taught film
- Other If checked, please explain

Any Other Useful Comments:
**PROJECTIONIST TIME SHEET & REPORT FORM**

**YOU MUST LOG YOUR TIME IN E-TIME IN ADDITION TO FILLING OUT THIS SHEET**

Date: _____________________________________________

Day of Week   Month/Day/Year

Title of Film:

Scheduled Start Time of Showing: 1:30PM  4:30PM  7:30PM  10:30PM

Film Ratio:   FLAT   SCOPE

Best Volume Setting for this Film: __________

(Get from Load/Preview or previous Projectionist Time Sheet & Report Form for this film)

Name(s) of Projectionist(s): *Check here if this was a Load & Preview

__________________________________________  ______________________________________

*You do not have to fill out this section if this Time Sheet is for a Load & Preview

Time Film Started: __________   Time Film Completed: __________

# of people in audience: __________

Condition of film during showing:

- Was the film identified as either “Flat” or “Scope”?     Y     N
- General condition of film?
- How were the splices?
- Repairs you made   # Made: __________
- Reasons for repair(s)

- Other, please explain (use back of sheet if necessary)

Any film stoppages?     Y     N     If, ‘yes,’ please explain circumstances

Any film breakages?

- No
- Due to pre-existing splices
- Due to splices made by self
- Due to crumpled/taught film
- Other

If checked, please explain

Any Other Useful Comments (use back of sheet if necessary):
DVD/VIDEO SHOWING REPORT FORM

Date: __________

Show Day:  Wednesday  Friday  Saturday  Sunday

Show Time: 1:30PM  4:30PM  7:00PM  7:30PM  9:00PM  10:30PM

Title of Movie:

# of people in audience: __________

Any Problems with showing (i.e., sound, picture, seating, audience, etc.):

________________________________________________________________________

________________________________________________________________________
YGB: A History of Musical Growth & Excellence
The Young, Gifted, and Black Gospel Choir began in 1967 when six black first-year students came together in the basement of one of the men’s dorms on Grinnell’s campus to share a common and powerful experience: gospel music. YGB takes its name from a book by Lorraine Hansberry, *To be Young, Gifted, and Black*.

In 1973, two of the founding members recruited their first director, an associate professor of music, to help them increase both YGB’s size and level of excellence. The choir was organized around three basic principles:

- Cultural uniformity as a result of the Black Church experience;
- A strong desire to continue that same cultural heritage while pursuing higher education at Grinnell;
- A desire to act as an active agent in raising money for the Martin Luther King Scholarship fund at Grinnell.

With this strong foundation, the choir grew to 48 members. Practicing about eight hours a week, the choir produced a record, “Young, Gifted, and Black: In Concert,” in 1974. YGB also performed in a number of cities across the country.

In 1997, the choir celebrated its 30th year in existence. During the spring of 1997, the choir released a CD which contained two original arrangements. The first selection and title of the CD is “You Chose Me” and was written by then director, Richard Pitt Jr. The second selection is titled “Open Our Eyes” and written by Pastor Gerald Lloyd.

YGB has changed significantly since its humble beginning in 1967. Currently, YGB is open to students of all backgrounds on campus. The bond of “cultural uniformity” has been replaced by the bond of diversity. Today, the choir is comprised of members from different cultures, nationalities, and races. For example, today’s choir is made up from students from as close as rural Iowa to as far away as Bangladesh, Bosnia, Ghana, West Africa, India, Jamaica, and Malaysia. YGB strives to create an environment where people are judged by their souls, not by the color of their skin.

The Young, Gifted, and Black Choir
We are a young, diverse gospel choir. Born of one faith, we’ve grown to consist of many. From Iowa to South Africa, our members come from diverse backgrounds and represent places from all over the globe. YGB is a dynamic choir. We unite our voices in songs that come from the hearts.

Even though we use the word “performance,” here is a note about the word “performance”. As a philosophy, we do not see ourselves as performing for audiences. We view what we do as praising our Lord and Savior Jesus Christ and sharing His word through a music ministry. We use our gifts to do His will. We simply invite you to join in our joy and experience part of the journey with us.
Where has the choir ministered?
YGB ministers annually in the months of April and November when delivering their message as they present their spring and fall concerts. One can also experience the ministry of the choir on the second Sunday of each month (except for the months the college classes are not in session) when they provide music for the Black Church in Grinnell Worship Services held in Herrick Chapel on the Grinnell College campus. The choir also embarks on a spring tour each March for up to a week. Although the choir is not designed to be a touring group, we do try to provide a variety of experiences and opportunities to the individuals who participate in the choir throughout the academic year.

YGB has ministered in a number of cities across the country, including Des Moines, Kansas City, Chicago, Memphis, New Orleans, Los Angeles, New York, Washington, D.C., Philadelphia, Milwaukee, Columbus and Little Rock to name a few.

During their 30th Anniversary year celebration the choir traveled to Dallas, Houston and Mexico.

Does the choir just sing at church functions?
The choir has a broad appeal and has ministered to a variety of audiences. The choir has ministered for church services, church groups, schools of all levels, nursing homes, prison inmates, music festivals, and cultural celebrations.

What kind of songs does YGB sing?
The ministry is interactive and the audience is encouraged to sing and clap along with the choir. The repertoire is not always planned for each performance because the audiences vary for each engagement. The director picks the songs according to the engagement and the audience. Because of this, choir members do not always know which of the songs in the repertoire will be sung until the time of the performance. This adds an air of spontaneity to each ministry.

YGB performs a wide variety of sacred music including spirituals and traditional and contemporary gospel. The choir has featured works by Kirk Franklin, Fred Hammond, John P. Kee, and Richard Smallwood and Hezekiah Walker.
What is a YGB performance like?
Each performance by YGB is a totally unique and interactive experience. The choir can surely hold its own; however, the success of the concert also depends somewhat on the level of audience participation.

“I joined YGB because I needed a religious outlet, a place where I could be with the people, with similar interests, who share a conviction to dedicate their service to Christ, and who just love gospel music.”
-Past Member

“Stomp your feet, sing offbeat. Just feel the music. If you think it won’t happen to you, then you have never seen YGB.”
-Concert Participant

“We got so caught up in the choir, we forgot to take the offering.”
-United Church of Christ

“I hear the choir sing, and I feel like I am dancing in the rafters. The songs are so powerful, and you can tell that the choir feels what they are singing.”
-Concert Participant

For Information and Booking Please Contact:

Michael D. Sims
Director of Campus Center Operations & Student Activities
Administrative Coordinator/Advisor for YGB
(641) 269-3714
sims@grinnell.edu

at

Grinnell College
Office of Student Affairs
Grinnell, IA 50112-1690
515-269-3700
Barry Jones, Director
Cell Phone #: 515.229-0299

Michael Sims, Advisor
Cell Phone #: 641.990-2744
Milwaukee #: 414.355-4741

Saturday, March 20:

8:00 a.m. Load bus for departure

8:30 a.m. Depart Grinnell, IA
Traveling on Hawkeye Coaches (800.542-7989)
Driver: Nick Kluever

Lunch (while in route to or in St. Paul)

3:00 p.m. Arrive at & Check into hotel
Best Western Bandana Square
1010 Bandana Blvd., W
St. Paul, MN 55108
651.647-1637

4:15 p.m. Depart hotel for St. Peter Claver Catholic Church

4:30 p.m. Arrive at St. Peter Claver Catholic Church for Warm ups & Rehearsal.
We will also be rehearsing with the St. Peter Claver Catholic Church choirs.

6:30 p.m. Engagement #1
St. Peter Claver Catholic Church
375 North Oxford Street
St. Paul, MN 55104
651.646-1797

8:00 p.m. Dinner provided by St. Peter Claver Church
Sunday, March 21:

6:30 – 9:30 a.m. Continental breakfast in the hotel

10:00 a.m. Check out of hotel and depart for Watertown, WI. We will stop for lunch.

3:00 p.m. Arrive at & Check into hotel

Holiday Inn Express
101 Aviation Way
Watertown, WI 53094
920.262-1910
920.262-0557 (fax)

5:00 p.m. Depart hotel for Christ United Methodist Church

5:15 p.m. Arrive at Christ United Methodist Church for Warm ups & Rehearsal.

6:30 p.m. Engagement #2

Christ United Methodist Church
112 Hall Street
Watertown, WI 53094
Phone #: 920.261-0736

8:00 p.m. Dinner provided by Christ United Methodist Church
Monday, March 22:

6:00 – 8:30 a.m. Continental & hot breakfast in the hotel

9:00 a.m. Depart for Milwaukee, WI

11:00 a.m. Lunch at the Clinton Rose Senior Center

12:00 p.m. Engagement #3

Clinton Rose Senior Center
3045 N. Dr. Martin Luther King Drive
Milwaukee, WI 53212
414.263-2255

2:00 p.m. Check into hotel

LaQuinta Inn & Suites
5423 N. Port Washington Road
Milwaukee, WI 53217
414.962-6767

4:00 p.m. Depart hotel for St. Francis Assisi Church for warm ups & rehearsal

5:00 p.m. Dinner provided by St. Francis of Assisi Church

6:30 p.m. Engagement #4

St. Francis of Assisi Church
327 West Brown Street
Milwaukee, Wisconsin 53212
414.374-5750 ext. 11

8:00 p.m. Return to the hotel
Tuesday, March 23:
6:30 - 8:30 a.m. Breakfast provided by hotel

10:00 a.m.  Engagement #5

Wisconsin Black History Museum
2620 W. Center Street
Milwaukee, Wisconsin 53206
414.372-7677

12:00 p.m.  Lunch

1:30 p.m.  Tour the Wisconsin Black History Museum
2620 W. Center Street
Milwaukee, Wisconsin 53206
414.372-7677
**Wednesday, March 24:**
6:30 - 10:30 a.m. Breakfast provided by hotel

1:45 p.m. **Engagement #6**

The Sisters of St. Francis of Assisi
3221 S. Lake Drive
St. Francis, Wisconsin 53235
414.744-1160

***We will depart for Grinnell, IA around 3:30pm/4pm and stop for dinner sometime along the way. We expect to return to Grinnell around 9:00 p.m.***